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Search Report
EIC 3600

To: FONYA LONG
Location: KNX5C59
Art Unit: 3600
Date: June 29, 2009
Case Serial Number: 10/672,136

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Search Notes

Dear Examiner LONG :

Please find attached the results of your search for the above-referenced case. The search was conducted in Dialog, the Internet and EBSCO HOST.

I have listed *potential* references of interest in the first part of the search results. However, please be sure to scan through the entire report. There may be additional references that you might find useful.

If you have any questions about the search, or need a refocus, please do not hesitate to contact me.

Thank you for using the EIC, and we look forward to your next search!

I. Potential References of Interest

A. Dialog

07485834
Title: **User protection in cyberspace: some recommendations**
Author(s): Louveaux, S.; Salaun, A.; Poullet, Y.
Author Affiliation: Fac. of Law, CRID, Namur, Belgium
Journal: Info , vol.1 , no.6 , pp.521-37
Publisher: Camford Publishing
Country of Publication: UK
Publication Date: Dec. 1999
ISSN: 1463-6697
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Language: English
Subfile(s): C (Computing & Control Engineering); E (Mechanical & Production Engineering)
INSPEC Update Issue: 2000-005
Copyright: 2000, IEE
Abstract: This article makes recommendations for user protection in cyberspace. The recommendations relate to commercial communications, to the relationship **between** the service **provider** and the **consumer**, and to data protection. They aim at providing trust and confidence in electronic commerce. To this end, the paper also develops site labelling and alternative...
Identifiers: user protection; cyberspace; commercial communications; service provider; consumer; data protection; trust; **electronic** commerce; site labelling; **dispute resolution** mechanisms

B. Additional Sources
[insert]

Forbes News Wire Forget the gavel and click on the mouse *July 2, 1999*

Connecticut Law Tribune Cyber$ettle - An Electronic Messiah Whose Time May Not Yet Have Come, June 7, 1999

The Wall Street Journal Online Referee Plans Database of Claims Resolved on Web Site November 8, 1999

The Internet Newsletter Net News: Dispute Resolution *November 6, 1999*

Law Technology News ClickNsettle Offers Online Resolutions *August 1999*

New York Law Journal Settling Disputes Online April 19, 1999

http://ecommerce.hostip.info/pages/335/Dispute-Resolution.html

Dispute Resolution

As with any form of commerce, disputes between two parties engaged in e-commerce arise from time to time. As the number of online businesses grew throughout the 1990s, so did the need for online dispute resolution. As a result, several organizations began responding to this need, among them BBBOn-line, ICANN, eResolution.com, and the Online Om-buds Office.

In some cases, a consumer may seek dispute resolution services regarding a complaint it has with an online business. One option for such an individual is BBBOnLine. The Council of Better Business Bureaus, an advocate for fair and ethical business practices, decided to broaden its scope to include e-commerce in the summer of 1996, when it founded BBBOnLine Inc. to operate as the Better Business Bureau of the World Wide Web. Along with offering information on specific companies and consumer guides, the site also allows visitors to seek help with dispute resolution by filing four types of complaints: general complaints about both BBB members and non-members, as well as both online and traditional businesses; complaints regarding new vehicles, which are handled by a program called BBB Auto Line; complaints about charitable groups, which are handled by the BBB Philanthropic Advisory Service; and complaints about the use of personal information, which are handled by the BBBOnline Privacy program.

Those seeking dispute resolution regarding Internet domain names, or site addresses, can turn to the Internet Corporation for Assigned Names and Numbers (ICANN), a non-profit organization that oversees domain name distribution, as well as the assignation of other identifiers that differentiate one Web site from another. ICANN replaced IANA (Internet Assigned Numbers Authority), a government entity that had been created by the Internet Society and Federal Network Council to handle the assignment of domain names and other Internet protocol. The Clinton Administration had decided in July of 1997 that the increasing number of clashes surrounding domain name ownership warranted the creation of a standard international policy regarding domain name assignation and dispute resolution procedures. This led the U.S. Department of Commerce to facilitate the creation of ICANN, a private, non-profit association run by Dr. Jon Postel, in 1998.

In 2000, ICANN accredited eResolution.com as one of four official domain name dispute resolution services providers in the world. A leading online dispute resolution services provider, eResolution also offers three additional services: arbitration, which is legally binding; mediation, which is voluntary; and keyword dispute resolution, offered in conjunction with RealNames Corp., a provider of keywords (a relatively new alternative to traditional domain names).

The Online Ombuds Office serves both individuals and institutions seeking online assistance with dispute resolution. The site was created in June of 1996. When the Hewlett Foundation and the Department of Legal Studies at the University of Massachusetts decided to fund the creation of the Center for Information Technology and Dispute Resolution of the University of Massachusetts in June of 1997, the Online Ombuds Office began operating as the dispute resolution unit of the new center. The site offers both general resources and a dispute form, which can be completed and submitted by visitors wishing to handle dispute resolution procedures via the Internet. In early 1999, auction giant eBay.com asked the Online Ombuds Office to provide mediation services for its bidders and sellers. As a result, eBay created a link to the dispute resolution site in mid-March. Within two weeks, more than 150 requests for dispute resolution services were logged. Having verified the need for such a service, eBay hired SquareTrade, a San Francisco, California-based online dispute resolution services provider founded in 1999, via a two-year contract starting in August of 2000.

As methods for conducting business online continued to evolve, dispute resolution services for specific types of online endeavors also emerged. For example, a firm named WebMediate began offering online dispute resolution services to business-to-business marketplaces like GoTradeSeafood.com. The need for these types of specialized services will more than likely increase as e-commerce continues to grow and evolve.

II. Inventor Search Results from Dialog

01180406

SYSTEM AND METHOD FOR RESOLVING A DISPUTE IN ELECTRONIC COMMERCE AND MANAGING AN ONLINE DISPUTE RESOLUTION PROCESS
SYSTEME ET PROCEDE PERMETTANT DE REGLER UN DIFFEREND DANS LE DOMAINE DU COMMERCE ELECTRONIQUE ET DE GERER UN PROCEDE DE REGLEMENT DES DIFFERENDS EN LIGNE
SYSTEM AND METHOD FOR RESOLVING A DISPUTE IN ELECTRONIC COMMERCE AND MANAGING AN ONLINE **DISPUTE RESOLUTION** PROCESS

Patent Applicant/Patent Assignee:

- **SQUARETRADE INC**; 50 First Street, Suite 600, San Francisco, CA 94105
  US; US (Residence); US (Nationality)
  (For all designated states except: US)

Legal Representative:

- **SIEFFERT Kent J(agent)**
  Shumaker & Sieffert, P.A., Suite 105, 8425 Seasons Parkway, St. Paul, MN 55125; US;

	Country	Number	Kind	Date
Patent	WO	2004102328	A2-A3	20041125
Application	WO	2004US14197		20040507
Priorities	US	2003469502		20030509
	US	2003634654		20030805

Designated States: (All protection types applied unless otherwise stated - for applications 2004+)
AE; AG; AL; AM; AT; AU; AZ; BA; BB; BG;
BR; BW; BY; BZ; CA; CH; CN; CO; CR; CU;
CZ; DE; DK; DM; DZ; EC; EE; EG; ES; FI;
GB; GD; GE; GH; GM; HR; HU; ID; IL; IN;
IS; JP; KE; KG; KP; KR; KZ; LC; LK; LR;
LS; LT; LU; LV; MA; MD; MG; MK; MN; MW;
MX; MZ; NA; NI; NO; NZ; OM; PG; PH; PL;

PT; RO; RU; SC; SD; SE; SG; SK; SL; SY;
TJ; TM; TN; TR; TT; TZ; UA; UG; US; UZ;
VC; VN; YU; ZA; ZM; ZW;

[EP] AT; BE; BG; CH; CY; CZ; DE; DK; EE; ES;
FI; FR; GB; GR; HU; IE; IT; LU; MC; NL;
PL; PT; RO; SE; SI; SK; TR;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GQ; GW;
ML; MR; NE; SN; TD; TG;

[AP] BW; GH; GM; KE; LS; MW; MZ; NA; SD; SL;
SZ; TZ; UG; ZM; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

International Patent Classes (Version 8/R) IPC	Level	Value	Position	Status	Version	Action	Source	Office
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English Abstract:

...can handle a very high volume of concurrent disputes cost effectively, and provide for the central management of a large and geographically distributed group of **dispute resolution** specialists that assist with online **dispute resolution**. The techniques address needs arising through the recent growth of global online marketplaces and online selling.

Detailed Description:

SYSTEM AND METHOD FOR RESOLVING A DISPUTE IN ELECTRONIC
COMMERCE AND MANAGING AN ONLINE **DISPUTE RESOLUTION**
PROCESS
TECHNICAL FIELD
[0001] This invention relates to systems and methods of **dispute resolution** and, more particularly, to systems and methods of online **dispute resolution** in electronic commerce.

BACKGROUNb
[00021 The proliferation of electronic commerce using the Internet as a
common communication medium has established a need for an effective **dispute resolution** mechanism when exchanges in electronic commerce are unsatisfactory to one or more the parties involved. The Internet is a convenient medium by which consumers and... ...outcome of not participating as much or at all due to the risks or due to an incidence of real or perceived dispute.

[00031 Traditional **dispute resolution** processes do not provide an effective solution. The traditional court system is expensive to use and the system may deny - I justice to those who... ...can handle a very high volume of concurrent disputes cost effectively, and provide for the central management of a large and geographically distributed group of **dispute resolution** specialists that assist with online **dispute resolution**. The techniques address needs arising through the recent growth of global online marketplaces and online selling.

[00061 The described techniques allow **dispute resolution** to take a much
broader definition and value in e-commerce settings than traditional forms of alternative **dispute resolution** (ADR) have played in the offline world. In offline settings ADR is generally limited to the use of mediation or arbitration only once a problem has escalated to a relatively escalated and damaging level, whereas the techniques described herein apply online **dispute resolution** ("ODT") processes much earlier, much more broadly and much more positively in nature, as described - 2 below, to de-escalate and resolve disputes. Moreover, the... ...techniques to help capture an issue and route it to the appropriate ODR module. The ODR modules may apply processes that span far beyond traditional **dispute resolution** mechanisms, such as automated complaint handling, automated direct negotiation between the parties, automated agreement processes, facilitated case handling, facilitated mediation, specialized mediation processes (e.g... ...varying nature of online
marketplaces in a dynamic fashion. According to one aspect of the invention, the processes can vary by sub-marketplace, for example **dispute resolution** processes available for addressing a car purchase on eBay motors is different than for general merchandise such as clothing. The ODR system can be accessed... ...from the
sub-marketplace, or might route the case to different processes based on
recognizing the different transaction type. In another aspect, other marketplace specific **dispute resolution** processes might include automatically routing cases to internal fraud claims handling, online payment system disputes, and third party integration such as with an insurance company handling car disputes.

[00091 Online marketplaces also have distinct needs for a recourse or **dispute resolution** process to support online reputation systems, for example the feedback
forum in eBay's online marketplace. While the reputations served as an
enforcement mechanism to reward or punish the other party for an effective transaction, they lacked a neutral, effective means to provide **dispute resolution** before leaving such feedback or to resolve disputes that might include retraction of negative or positive feedback. Hence, techniques described herein serve a new need in providing recourse to support online reputation systems, in a way that traditional **dispute resolution** could not have easily solved. Sellers' or buyers' ability to effectively transact is dramatically impacted by their reputation rating, making ODR a new important function...
...techniques described herein may provide new technology, online user interface processes, and the ease of data sharing and system integration to advance the capabilities of **dispute resolution** processes in an online setting. These - 4 allow the ODR system described herein to automatically tailor a **dispute resolution** experience for users or user types with given sets of issues. As a result, the ODR system can better customize a dispute process based upon... ...development.

[0014] According to another aspect of the invention, techniques are described for utilizing user information, including'processes that identify: repeat users of the online **dispute resolution** system,

users who are high-volume sellers or buyers in the marketplace, and users who have made certain pre-commitments (such as Seal members). Based... ...might require special attention due to their value to the marketplace and or due to their pre-commitments (for example commitment to participate in online **dispute resolution**). Further, the ODR system may customize messaging and processes such that repeat users are addressed with tailored language as compared to introductory language to new users of online **dispute resolution** who are less familiar with processes. Similarly, repeat users, or users who have pre-committed to using the ODR system, may need to provide less information when filing a case again, as much of their personal infon-nation may be on file with the **dispute resolution** provider. This may be beneficial in an online marketplace setting where **dispute resolution** is a more familiar and repeatedly used utility, rather than a rarely or never used service such as the court system or mediation in the... ...and utilizing user and issue type information, the described ODR processes can also automatically or manually assign these users to - 5 a specific pool of **dispute resolution** specialists (DRS). These specialized cases or pool of specialists can be required to meet different standards as appropriate to the user of the service. For... ...able to respond to new needs in online marketplaces, and enable assignment and case development as never before possible or required in traditional methods of **dispute resolution**.

[00161 According to another aspect of the invention, the described ODR
system may further automate processes to create a better user experience for both parties. For example, the ODR system may identify when payment is likely to be required for a **dispute resolution** process and can request that payment be authorized during the initial filing process. This process helps limit unnecessary steps or repeated contact with parties that... ...best practices in online marketplaces where used (e.g., eBay). The functionality allows sellers to display their policies and pre-commitments (such as to online **dispute resolution**) in multiple forms to integrate into the ir selling practices in online marketplaces in an easily repeatable method, including: 1) automatically posting the policies on... ...that buyer is reminded of what to expect and provided with clear instructions should there be issues (e.g., providing a link to an online **dispute resolution** system), and 4) seamlessly providing this information to mediators if a dispute arises. An entity's polices and precommitments may be centrally stored and can... ...participation, self- 7 service direct negotiation and compromise tools, and assignment to DRS or DRS pool. Other new innovations relate to enhanced tools to manage **dispute resolution** specialists.

[00191 In addition, the online mediation and related processes described herein allow centralized resolution management of disputes that can be handled by a highly decentralized group of **dispute resolution** specialists (e.g., mediators or customer support staff around the world can handle disputes regardless of proximity). Cost effective centralized management is made possible through...
...specialists, assign and manage the processes, and maintain global quality control of the processes. Other described techniques that aid the central
management of disputes and **dispute resolution** specialists (DRS) include
automatically or manually channeling disputes to pools of DRS that are organized based on DRS skills, availability, and business relationship with provider... ...Hence by automatically routing specific user or case types to a specific DRS pool, the system is able to manage a complex new range of **dispute resolution** and online marketplace service delivery needs.

[0020] The ODR system also provides case administration alerts and
management tools to assist customer support representatives and the... ...a global network of DRS and disputes between parties around the tools.

[0021] The ODR system utilizes the high volume and routine usage of online **dispute resolution** within an online marketplace to collect very significant data, such as which marketplace users tend to get involved in a dispute, what types of transactions... ...automated interfaces that alert the online marketplace in certain events, depending on any of the various data inputs, or case lifecycle stages that the online **dispute resolution** system tracks, in an attempt to greatly enhance the productivity of the marketplace. For example, the ODR system may alert the marketplace if two cases... ...to the application server and adapted to deliver the proposed resolution to a device for presentment to the one or more parties.

[00261 The online **dispute resolution** system can intelligently route a case to an appropriate resolution process based on electronic marketplace rules or precedence informing the online **dispute resolution** system that a particular case will have higher likelihood of reaching resolution using a specific process. Routing can be between self-settlement processes to help... ...in part on a point of entry into the method of resolving the dispute from the online marketplace.

[00301 Dynamically generated messaging within the online **dispute resolution** process can also be modified based on the party involved. Altered messaging based on a user or party can increase participation in online dispute processes. For example the **dispute resolution** system might recognize a participant who is a repeat or high volume user of ODR, or a member of a related seal program with associated... ...one of the one or more parties is updated as a function of the resolution.

[0036] In another application of reputation or feedback related online **dispute .resolution**, the online **dispute resolution** system can process feedback related to disputes where the other party does not respond. The online **dispute resolution** process can be designed to give fair warning to the other party who left a negative feedback about the filing party. If the other party does not respond within the rules set by the online marketplace, the online **dispute resolution** system can detennine if the transaction and feedback left meet appropriate standards for removal as set by the marketplace. If within standards the online **dispute resolution** system can, either automatically or through a **dispute resolution** specialist, approve feedback removal. An automated request can be generated to the online marketplace from the online **dispute resolution** system to authorize correcting the feedback. If however the party does respond, the dispute can be routed to other appropriate processes, that are either automated or specialist assisted.

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[0037] In another embodiment, the online **dispute resolution** system can
process feedback related to disputes where both parties have agreed to the feedback removal and there is no further underlying issue to be resolved. The online **dispute resolution** system can determine if the transaction and feedback left meet appropriate standards for removal as set by the marketplace. If within standards the online **dispute resolution** system can, either automatically or through a **dispute resolution** specialist, approve feedback removal. An automated request can be generated to the online marketplace from the online **dispute resolution** system to authorize correcting the feedback. If however the party does respond, the dispute can be routed to other appropriate processes, that are either automated...a first user of an online marketplace in which a second user provides feedback relative to the reputation rating of the first user. An electronic **dispute resolution** process is entered between the first user and the second user regarding the reputation rating of the first user. The reputation rating of the first user can be updated based upon the outcome of the electronic **dispute resolution** process.

[0043I In another embodiment, the invention provides a system for
administering a reputation rating of a first user of an online marketplace in which... ...the invention
provides a method of resolving a dispute in an online marketplace involving one or more parties. A
commitment for payment for the electronic **dispute resolution** process is received from one or more
parties involved in the dispute. Information about the dispute is received from the
one or more parties who... ...resolving a dispute in an online marketplace involving one or more parties.
Information about the dispute is received. A time for payment for an electronic **dispute resolution** - 15
process is determined as a function of an attribute of the dispute. Payment for the electronic **dispute
resolution** process is received. A proposed resolution of the dispute is detennined. The proposed
resolution is presented to the one or more parties.

[0047] In another embodiment, the invention provides a method of
administering an online **dispute resolution** process involving a plurality of disputes, each of the
plurality of disputes involving one or more parties. The plurality of disputes are automatically prioritized
for handling by a **dispute resolution** specialist. The pluralit@ of disputes are displayed to the **dispute
resolution** specialist.

[0048I The details of one or more embodiments of the invention are set forth in the accompanying
drawings and the description below. Other features... ...from the description and drawings, and from the
claims.

BRIEF DESCRIPTION OF THE DRAWINGS
[0049I Figure 1A is a block diagram of an example online **dispute resolution**
system in accordance with the principles of the invention;
[0050I Figure 1B is a block diagram that illustrates the example online **dispute
resolution** system of FIG. 1 in further detail;
10051] Figure 2 is a block diagram that illustrates an exemplary tool set for **dispute resolution**
specialist (DRS) and other case administrators provided by the
online **dispute resolution** system of Figure 1A;
[0052I Figure 3 is a flow chart illustrating an overview of online **dispute
resolution** process in accordance with the invention;
100531 Figure 4 is a flow chart a block diagram illustrating linkages to an
online **dispute resolution** in accordance with the invention;
[0054] Figure 5 is a flow chart flow chart illustrating a filing process in an online **dispute resolution**
system in accordance with the invention along with new process to request negative feedback removal
when there is no response by the
other party
- 16 [0055] Figure 6 is a flow chart flow chart illustrating a response process in an
online **dispute resolution** system in accordance with the invention;
[0056] Figure 7 is a flow chart illustrating a reputation correction process in
accordance with the invention;
[0057I Figure... ...an implementation of the invention on an online marketplace.

t 4
DETAILED DESCRIPTION

[00591 Figure I illustrates a high-level block diagram of an online **dispute resolution** (ODR) system 1 0 for resolving disputes in electronic commerce, such as
through a web site or in an online marketplace. A dispute database 12... ...4, e.g., a "filer" and a "respondent."
[00601 Application server 14 is operatively coupled to dispute database 12 and is configured to perform many **dispute resolution** tasks in ODR system 10.

Application server 14 is operatively coupled to web server 15 which is adapted to communicate through a network 9, such... ...provides an interface for communicating with parties 4 via devices 2. In addition, web server 15 provides an interface for communication with a set of **dispute resolution** specialists ("DRSs") 5 that may aid the online resolution of disputes submitted by parties 4 In addition, web server 15 provides an interface for communication with a set of **dispute resolution** administrators 6, that may be
customer service representatives, DRS administrators or other product
administrators supporting the ODR system., that may aid the online resolution of... ...an interface for communication with online marketplace transaction database 20 in order to provide automated validation of data and other marketplace integration with the online **dispute resolution** system.

[0063] in addition, communication module 13 may link ODR system 10 and
verification and compliance system 16, which is a system for administering "seals... ...17 may be periodically synchronized, e.g., daily, with marketplace database 20 and reputation database 19 of marketplace 18 and dispute database 12 of online **dispute resolution** - 18
system 10. Communication module 13 can access compliance database 17 and
inform ODR system 10 if a particular user has specific pre-commitments to... ...Case identification module 21, issue identification module 22, message management module 24, payment collection module 25, negative feedback notification module 26, marketplace verification module 27, **dispute resolution** specialist ("DRS") interface 28, **dispute resolution** engine 30, and case routing module 32. Although illustrated for exemplary purposes as separate software modules executing on an operating environment provided by application server... ...who is filing the case). For example, issue identification module 22 may provide multiple issue types as relevant to the point of entry to the **dispute resolution** system, for example in an online marketplace where the filer is a buyer, this might include: "payment sent but merchandise not received", "damaged merchandise", "incomplete ... ...administrators 6.

[0068] Message management module 24 generates messages and handles
communication with parties 4, DRS 5, and other ODR system administrators 6
during the **dispute resolution** process. Messaging can include standard
confirmations, requests for participation, automated alerts to respondent to participate, notices of case closure, and alerts to - DRS if cases... ...ffirther illustrated in reference to FIG. 113, provides a comprehensive interface by which multiple administrators can interact with ODR system 10 to assist in online **dispute resolution** or manage the overall system. These parties can include a **dispute resolution** specialist ("DRS") 5 or other
dispute resolution administrators 6, which may be customer service
representatives, DRS administrators or other product administrators supporting the
ODR system. Customer support module 29 provides an integrated... ...20 interaction, verification and compliance systems 16, fraud detections systems associated with an external marketplace 18 or an integrated verification and compliance system 16.

[0072] **Dispute resolution** engine 30 includes, among others, case routing
module 32 and a plurality of **dispute resolution** modules, including 34A-34N. Case routing module 32
routes cases to appropriate **dispute resolution** modules 34 of **dispute resolution** engine 30 based on the
identified issues for each case. In the
exemplary embodiment, **dispute resolution** modules 34 can include a direct
negotiation module 34A, a non-response module 34B, a general mediation module 34C, a reputation
correction module 34D, a... ...module 34D, compliance escalation
module 34G, fraud claim module 34J), via the case page and communication
module 23 and message management module 24 to process **disputes**. General
mediation mod-ale 34C allows parties 4 to work with a professional mediator or
DRS 5, via case page and communication module 23 and message management... ...for example a
marketplace rule base for feedback removal, or marketplace participation. Decision based module 34I
may stand along or may follow an unresolved other **dispute resolution** module
and utilize communication module 23 and message management module 24 to
resolve disputes.

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[0074] Fraud claims module 34J can be specific to marketplace... ...process to buyers and to help them
have their money returned by the marketplace.

[0075] Figure 2 is a block diagram that illustrates an exemplary **dispute
resolution** specialist (DRS) interface 28 provided by ODR system 10 of FIG. 1B.

More specifically, DRS interface 28 provides a comprehensive suite of software modules 40, 41 for
training and supporting a distributed or local network of **Dispute Resolution** Specialists (DRS) 5, as
well as supporting general ODR system administrators and customer support staff 6 to conduct online
dispute resolution.

[0076] Individual DRS or DRS trainees 5 can access modules 40 of DRS
interface 28 using device 2, such as a personal computer, that has... ...password protected area within a
web interface presented by web server 18 where DRS 5 can access all tools required to be trained,
conduct online **dispute resolution** and other administrative fimetions. For example, online training
module 40 provides a forum for training DRS 5. and can be conducted online or offline. The...
...individual DRS,
assemble feedback they receive from users, keep notes as to their training or other experience. Case
analysis module 41F allows administrators to view **disputes** and **resolutions** in different ways, extract
data at aggregate or case level, to help analyze effectiveness of system or other patterns to help improve
the system or... ...case or user so that all related communications can be readily available. One or more
of the modules 41 may issuing alerts to inform the **dispute resolution** specialist administrator when one
or more of the pools approach a defined capacity of assigned dispute, or to inform the **dispute
resolution** specialist administrator when a response time of one or more of the dispute to their respective
assigned disputes drops below a defined response period.

[0083]... ...10 in accordance with the invention. In general, ODR system 10 presents a party 4, e.g., a
complainant, the content and explanation of the **dispute resolution** process from various points of entry

in a manner that is focused on'encouraging participation in the online **dispute resolution** process (50).

- 25 [00841 The complainant initiates the filing process (52) by identifying key factors associated with the disputed transaction. Such factors can include the... ...their initially identified infort-nation to similar cases that can be based on precedence of similar cases in a given marketplace or similar setting.

The **complainant** identifies (58) acceptable **resolutions** from a list of selections presented next to each issue type. The list of selections presented is intelligently based on past information provided by filer... ...a mode of resolution based on issue type and resolution type, e.g., a feedback dispute. Where ODR system 10 recognizes that a fee based **dispute resolution** process is or might be required, the system can automatically request payment information from the party and obtain pre-authorization to charge the party for the **dispute resolution** service. In certain situations communication module 13 of ODR system 1 0 may update directly online marketplace database 20 or reputation database 19 of marketplace... ...on user conduct in the on-line marketplace - e.g., non-paying bidder (64). ODR system 10 presents the respondent content and explanation of the **dispute resolution** process from various points of entry to online **dispute resolution** to encourage their participation (66).

[0088] The respondent begins the response by viewing the key facts of the disputed transaction and identifies the issues involved... ...respondent does not respond.

[0090] Case routing module 3 2 of ODR system IO processes (74) the case, and routes the case to one of **dispute resolution** modules 34 according to many factors, including the parties' responses and preferences and can be dependent upon the dispute type and, possibly, dependent upon the...modes of synchronous communication can also be facilitated here.

[00921 During resolution, the dispute may be moved, i.e., re-routed, (80) to the appropriate **dispute resolution** modules 34 as necessary. For example a dispute may be re-routed from direct negotiation to general mediation, if appropriate. If not already collected, ODR system 10 will request payment information from the party and pre-authorization to charge for the **dispute resolution** service if required.

Mediation may be performed. This might include routing case to a specific **dispute resolution** specialist (DRS) 5 or pool of DRS to handle specific dispute types, customer types, marketplaces types, etc. In an appropriate circumstance, e.g., automotive, a... ...system IO from electronic commerce systems, including online marketplace 1 8 and verification and compliance system 16 described above in reference to FIG. 1.

Online **dispute resolution** system 10 may be accessed from a payment system 90, for example, traditional off-line credit and debit card payments and from online person to person payment systems such as PayPalTm or C2itTm to provide **dispute resolution** functionality for resolving disputes associated with payment system 90.

As another example, ODR system 10 may interact with a claims processing system 91, for example... ...web site 93 or electronic seal or other online verification and certification system 16, particularly when such systems require pre-commitment to a form of **dispute resolution** which sector of the marketplace (e.g., motors, travel), or other place where dispute occurred (e.g., a real estate transaction), type of

transaction, mode... ...and pre-authorization to take payment (1 12). Next,,based on the identified issues, case routing module 32 routes the case (I 14). Any of **dispute resolution** modules 34 may receive the case, for example, fraud claims handling or an online payment process that might be administered by an online marketplace or... ...respondent based on marketplace rules for non-responsive feedback removal. if the respondent responds (I 17), ODR system IO advances the case advances to the **dispute resolution** process (I 18). If there is no response from the respondent and the case is not feedback related (I 19), message management module 24 notifies... ...e.g., non-paying bidder 340), then the message management module 24 may cause the non-paying bidder module 340 to be triggered. Throughout processes, **dispute resolution** database 12 is continuously updated with each event associated with a case.

[01011 Figure 6 is a flow chart illustrating an exemplary response process.

Initially... ...usually in response to an electronic message (122).

Messaging management module 24 tailors communications to the responding party to present content and explanation of the **dispute resolution** process from various points of entry to online **dispute resolution** to encourage their participation.

Message management module 24 may deliver communications to respondent in the form of escalating messages related to the consequence of non... ...repeat users of ODR (which might tailor messaging to represent their familiarity or scale of transaction or dispute activity).

[01041 Once the response is received, **dispute resolution** engine 30 processes the case. **Dispute resolution** engine 30 determines whether pre-commitinent is required or is likely to advance the case (128). If so, message management module 24 issues a request... ...respondent agrees to pre-commit, the case is routed based on the identified issues. In particular, if the case is a reputation correction case (134), **dispute resolution** engine 30 routes the case to reputation correction module 34D (136). If the case is not reputation related or is not reputation only related, the **dispute resolution** routing engine 30 places the case in an appropriate queue for one of **dispute resolution** modules 34 based on the identified issues (138). At this time, a payment process (139) is initiated, if appropriate.

Throughout this processes, **dispute resolution** database 12 is continuously updated with each event associated with a case.

[01071 Figure 7 is a flow chart illustrating an exemplary reputation correction process... ...issue involved in the dispute.

[0109] Otherwise the reputation correction module 34D directs routing engine 32 to manually or automatically route the case to manual **dispute resolution** or validation of feedback removal (I 50). Specifically, if manual **dispute resolution** is required or if the parties do not agree to the resolution in the filing or direct negotiation process, the **dispute resolution** specialist I 0 facilitates resolution including reputation repair or removal. This can also include a case of nonresponse where the filer's case is reviewed by the **dispute resolution** specialist to validate if their feedback or reputation issue can be corrected under non-response rules.

[0110] If the process is automated or if the... ...for example, the filer and the respondent, as well as online marketplace 18, and verification and compliance system 16. Finally, reputation correction module 34D updates **dispute resolution** database 12 and compliance database 17 based on the resolution, i.e., whether or not the dispute has been resolved and the feedback has been... ...exist, the process ends.

[0113] If NRN module 26 identifies a newly posted negative reputation rating, the module checks dispute database 12 for an online **dispute resolution** case or online **dispute resolution** involving the transaction from which the negative reputation rating arises (182). If a case does not already exist, NRN module 26 creates a negative response... ...As a result, the online entities, i.e., parties 4, who received a negative reputation notification are linked to or otherwise associated with an online **dispute** - 34 **resolution** process involving the reputation rating. Online entities may link to a customized reputation **dispute resolution** filing process and given access to the online **dispute resolution** database 12 to easily and quickly take action based on the newly received negative reputation (I 8 8).

[0115] Figure 9 is a screenshot of... ...reviewing the facts of the transaction and filer, issue clarification, and resolution identification. Figure 22 illustrates how highlighting techniques are used to identify agreement or **disagreement** associated with desired **resolutions**.

10117] Figure 23 is a screenshot illustrating an electronic message to notify the parties concerning progress relative to the online **dispute resolution** case. Figure 24 is a screenshot illustrating a the password protected user logon for one or more of the parties involved in the dispute to... ...in this confidential communication area, parties receive notification to return to the case page. Figure 27 is a screenshot illustrating communication tools utilized by a **dispute resolution** specialist, for example a mediator, responsible for mediating a dispute. The screenshot shows functionality allowing both private and public functionality between one or both parties. Figure 28 illustrates a suggested mediation settlement agreement that a **dispute resolution** specialist proposes that each party must click to accept in order for case to close.

[0119] Figure 29 is a screenshot illustrating an entry from online marketplace 18 into **dispute resolution** system 10. The system allows a different experience for each marketplace as chosen by the user. Figure 30 is a screenshot illustrating how the user... ...what is role of filer (e.g., buyer, seller).

[0120] Figure 31, Figure 32, Figure 33 and Figure 34 are screenshots
illustrating another customized online **dispute resolution** process based on entering from a sub-marketplace of the marketplace involving real estate disputes that can further be tailored by type of user (e... ...seller). Figure 35,
Figure 36, Figure 37, Figure 38, Figure 39 and Figure 40 are screenshots
illustrating finther aspects of filing and processing and online **dispute resolution**
involving a sector of the marketplace involving real estate. '
[0121] Figure 41 is a screenshot illustrating a link to online **dispute resolution** system 10 specifically designed for feedback removal of a negative reputation rating in online marketplace 18. Figure 42 is a screenshot illustrating an online process to initiate a specific reputation feedback **dispute resolution** process as linked from an online marketplace reputation system. Figure 43 is a screenshot illustrating a direct link to a specific reputation feedback **dispute resolution** process from a **dispute resolution** entry in an online marketplace. Figure 44 is a screenshot illustrating a negative feedback notification. Figure 45 is a screenshot illustrating an identification of a feedback related dispute. Entry into a **dispute**

resolution can be accomplished from an online payment process system, such as PayPalTm.

- 36 [01221 Note that the specific online **dispute resolution** process utilized, including communications utilized in the **dispute resolution** process, can be dependent not only on the type of dispute and/or the sector of marketplace 18 but also on the "Point of entry" into the **dispute resolution** process. As used herein, the term "point of entry" refers to the particular the process or sector, i.e., "submarketplace" of online marketplace 18 or... ...specialized electronic seals for, display within a motors sub-marketplace, and illustrates specific commitments made by the participants and that leads to a specialized online **dispute resolution** process for the motors sub-marketplace. The seal is dynamically displayed on a seal member's motors listings if the member is performing within acceptable... ...set by compliance and verification system 16. The seal clarifies seller-specific and sub-marketplace specific guarantees (commitments) that can be disputed through specialized online **dispute resolution** processes of ODR system 10.

[01241 The specialized ODR process can be accessed and/or initiated by
clicking on a seal or elsewhere in the sub-marketplace. When initiated, case routing module 32 routes the case to the particular **dispute resolution** module that is tailored to handle the dispute based on a number of factors relating to the submarketplace, its participants, and their commitments.

- 37 [01251 Figure 47, Figure 48 and Figure 49 are screenshots illustrating links to online **dispute resolution** system 10 from online marketplace 18 and tying online **dispute resolution** to trust and safety in that marketplace. Figure 50 is a screenshot illustrating a link to access online **dispute resolution** system 10 through a listing in online marketplace 18 or on a website in conjunction with delivery of media object representative of a seal of... ...and selling practices and policies associated with such media object and seal of certification. Figure 51 is a screenshot illustrating a direct link to online **dispute resolution** system 10 from an online entity's profile page on through such media object and seal of certification. Figure 52 is a screenshot illustrating a direct link to online **dispute resolution** system 10 involving negative feedback removal from a negative feedback rating notification message.

[01261 Figure 53 is a screenshot illustrating a non-response electronic message... ...the negative feedback removal dispute that negative feedback is now eligible for removal. This is an example of automated communications which are tailored to specific **dispute resolution** processes, specific disputes and/or specific sectors of the marketplace.

[01281 Figure 55 is a screenshot illustrating another automated electronic message in conjunction with a... ...to removal of the negative feedback.

- 38 [0129] Figure 56 is a screenshot illustrating a "frequently asked questions" page which encourages participation in the online **dispute resolution** process and builds authority of users and potential users of system 1 0.

[01301 Figure 57 is a screenshot illustrating a screen which can be used to obtain the commitment of a party to a certain **dispute resolution** mode, e.g., mediation, which can occur before the other party to the dispute commits to or is charged for that **dispute resolution** mode.

[01311 Figure 58 is a screenshot illustrating an interface for centralized administration of **dispute**

resolution specialists.

[01321 Figure 59 is a screenshot illustrating an interface for centralized administration of **dispute resolution** specialist giving administrators the ability to define groups of **dispute resolution** cases and the ability to direct a case volume of **dispute resolution** cases to a **dispute resolution** specialist or group of specialists.

[01331 Figure 60 is a screenshot illustrating an interface for a **dispute resolution** administrator providing the administrator with the ability to route a **dispute resolution** case to a specific **dispute resolution** specialist or group of **dispute resolution** specialists.

[0134] Figure 61 is a screenshot illustrating an interface for a **dispute resolution** specialist or **dispute resolution** administrator to prioritize and/or sort **dispute resolution** cases in order to manage high volumes of concurrent cases.

[0135] Figure 62 illustrates a process for displaying online entity selling practices which helps avoid...
...marketplace. Figure 68 is a screenshot illustrating a click through to enable display of selling policy or selling practice details and easy access to online **dispute resolution** system IO. Figure 69 is a sample winning bidder email automatically sent to the winning bidder in an online marketplace, which reminds them of a... ...online marketplace 18 including seal member compliance database 17, a dynamic media object representing a seal certification 494, verification in compliance processes 493, an online **dispute resolution** database 12 and information access to historical sales data 490, active listings 491 and reputation system 492.

101381 Various modifications and alterations of this invention...

Claims:

...transaction associated
with one of a plurality of sub-markets of an online marketplace involvingone or more parties;executing software to apply an online **dispute resolution** (ODR)process to assist the parties in determining one or more proposedresolutions of the dispute, wherein the software selectively applies the ODR process based... ...the dispute, (ii) the parties' respective commitments, (iii) the parties' historic activity in the online marketplace, and (iv) the parties' historic use of the online **dispute resolution** system.
6 The method of claim 1, wherein determining comprises:
identifying a point of entry from which ah online **dispute resolution**(ODR) process was initiated; anddetermining the one or more proposed resolutions for the disputebased at least in part on the point of entry... ...the dispute, (ii) the parties' respective commitments, (iii) the parties' historic activity in the onlinemarketplace, and (iv) the parties' historic use of the online **disputeresolution** system. - 42 . The method of claim 6, wherein identifying a point of entry comprisesidentifying the point of entry as a process for rating a... ...the resolution.
21 The method of claim 20, further comprising the step of automatically routing the dispute to one of an automated process and a **dispute resolution**specialist. 1
22 The method of claim 21, wherein the automatically routing step is dependent upon a type of dispute.

23 The method of claim 20, fiirther comprising the step of automatically
notifying the online marketplace of the **dispute resolution**.
24 The method of claim 20, finther comprising the step of automatically
notifying the online marketplace if at least one of the one or more... ...ODR process to resolve a dispute
on which the feedback is based at least.
31 The method of claim 30, further comprising applying the online **dispute resolution** process to
determine a proposed resolution for the dispute.

32 The method of claim 1, further comprising accessing a reputation system of the online marketplace...
...if the feedback is too old to be challenged. - 46
. The method of claim 1, further comprising:receiving a commitment for payment for the electronic
disputeresolution process from the one or more parties involved in the dispute;receiving infortnation
about the dispute from the one or moreparties who have committed... ...committed to the payment.
38 The method of claim 1, further comprising:
receiving information about the dispute;determining a time for payment for an electronic **dispute
resolution**process as a function of an attribute of the dispute; andreceiving payment for the electronic
dispute resolution process.
39 The method of claim 3 8 wherein the attribute comprises a sector of the online marketplace having a
plurality of sectors in which... ...of claim 3 8 wherein the time for payment is selected based upon an
increased likelihood of effective resolution of the dispute in the electronic **dispute resolution** process.

42 The method of claim 3 8 wherein the time for payment is selected based
upon a likelihood of manual intervention during the electronic **dispute resolution** process.
43 The method of claim 38 wherein the time for payment is based upon which of a plurality of processes
have occurred.

44 The... ...of claim 1, further comprising:
receiving infort-nation about the dispute and the involved parties;automatically prioritizing a plurality of
disputes for handling by a**dispute resolution** specialist;presenting an interface that visually highlights
key attributes of thedisputes to assist the **dispute resolution** specialists in prbviding tailoredprocesses
based on the attributes;visually displaying alerts if cases are not handled according toparameters defined,
where alerts can be sent also by email to specialists andspecialist administrators; anddisplaying the
plurality of disputes to the **dispute resolution** specialist based on the prioritization.
47 The method of claim 46, wherein the attributes comprises membership in a compliance and
verification system.

48 The method... ...more of types of issues present within the disputes, types of the parties involved in
the disputes, sales activity, and repeat use of an online **dispute resolution** system.

50 The method of claim 46 further comprising the step of filtering the plurality of disputes which are
displayed to the **dispute resolution** specialist based upon a filter.

51 The method of claim 50 wherein the filter is based on at least one of an age of each... ...disputes, and
a status of each of the plurality of disputes. - 48 . The method of claim 46 further comprising present an
interface by which a
dispute resolution specialist administrator assigns one or more of theplurality of disputes to a different

dispute resolution specialist.

53 The method of claim 52, farther comprising maintaining data that defines pools of the **dispute resolution** specialists, wherein presenting an interface comprises presenting an interface by which the **dispute resolution** specialist
administrator can assign the disputes to the pools of **dispute resolution**specialists.f f

54 The method of claim 53, further comprising presenting the interface to permit the **dispute resolution** specialist administrator to task the pools of **dispute resolution** specialists with respective requirements for responding to the parties, including speed and specific messaging requirements.

55 The method of claim 53, further comprising automatically routing the
disputes to the pools of **dispute resolution** specialists based on factors of the disputes, including issue types, party attributes, marketplace locations, and value of disputes.

56 The method of claim 53, further comprising issuing alerts to inform the **dispute resolution** specialist administrator when one or more of the pools approach a defined capacity of assigned disputes.

57 The method of claim 53, further comprising issuing alerts to inform the **dispute resolution** specialist administrator when a response time of one or
more of the dispute to their respective assigned disputes drops below adefined response period.

58 The method of claim 53, further comprising presenting the interface to allows the **dispute resolution** administrators to view current and historic disputes based on attributes of the disputes.

59 The method of claim 58, wherein the attributes comprise at least... ...The method of claim I further comprising:
receiving information about the dispute;obtaining a commitment by one of the parties to a particular form of**dispute resolution**;communicating the commitment to the other parties;obtaining a payment for the particular fonn of **dispute resolution**from the another of the one or more parties; andconducting the particular form of **dispute resolution** upon obtainingthe payment.

61 The method of claim 1, further comprising:
accepting a commitment made by an online entity in an onlinemarketplace to... ...the media object unique to the onlineentity and representative of seal of certification of the online entity to thecommitment; andapplying the online **dispute resolution** process in accordance withthe commitment to any dispute that arises between the online entity and thepotential buyer in the online marketplace

62 The... ...claim 6 1, wherein the selling practice comprises a set of terms of delivery. 50
. The method of claim 6 1, wherein applying an online **dispute resolution**process comprises:receiving information about the dispute in one of a plurality of submarkets of the online marketplace;detennining a proposed resolution of the... ...operatively coupled to the dispute database toidentify the sub-market of the online marketplace in which the disputeoccurred, and to apply an online **dispute resolution** (ODR) process based at least in part on the identified sub-market to assist the parties in identifyingone or more proposed resolutions for the... ...transaction in an online marketplace;a marketplace verification module that accesses a database of theonline marketplace to automatically verify the received information; anda **dispute resolution** engine that applies the ODR process based atleast in part on the verification. . 53 . The system of claim 78, wherein the marketplace verification module... ...in the online marketplace.

82 The system claim 78, further comprising an application server, and wherein
the communication module, the marketplace verification module, and the**dispute resolution** engine comprise software modules executing on theapplication server.

83 The system claim 78, further comprising a web server operatively coupled to the application server...

...least one attribute of the parties and at least one issue

involved in the dispute;routing the case information to one of a set of **dispute resolution**modules executing within an online **dispute resolution** (ODR) system basedat least in part on the identified attribute and the identified issue, whereineach of the **dispute resolution** modules define a specific ODR process forresolving the dispute;applying the ODR process defined by the **dispute resolution** moduleto which the case inforination was routed to detennine one or moreproposed resolutions for the dispute; andpresenting the proposed resolutions to the... ...arises.

93 The method of claim 90, ftirther comprising routing the case information to

an insurance company when the specific ODR process applied by the**dispute resolution** modules fail to resolve the dispute- 55 . The method of claim 90, wherein routing the case information Comprisesrouting the case information to a direct... ...of claim 90, WAerein routin the case information comprises. 9routing the case information to a general mediation module to allowintervention by an online **dispute resolution** specialist.,

97 The method of claim 90, wherein further comprising routing the case

information to an online payment system upon resolution of the dispute.

98 An online **dispute resolution** system comprising:

a cominunication module to receive case information about adispute involving parties associated with an electronic commercetransaction in an online marketplace;an issue identification module that identifies at least one issueassociated with the dispute;a plurality of **dispute resolution** modules configured to apply a set ofdifferent ODR processes to generate a proposed resolution to the dispute;anda case routing module that routes the received case inforination to one of the set of ODR modules based on the identified issue.

99 The online **dispute resolution** system of claim 98, wherein the plurality of

dispute resolution modules includes a direct negotiation module thatfacilitates direct negotiations between the parties. - 56 . Theonlinedisputeresolutionsystemofclaim98,whereinthepluralityof **dispute resolution** modules includes a fraud claims module to apply aspecific ODR process when one the parties alleges fraud or when theidentified issue indicates that fraud may be involved. 101. The online **dispute resolution** system of claim 98, wherein the plurality of**dispute resolution** modules includes a general mediation module to allowintervention by an online **dispute resolution** specialist. 102. The online **dispute resolution** system of claim 98, further comprising anegative reputation notification (NRN) module that monitors a reputationsystem of the marketplace to identify any recently posted negativereputation ratings.103. The online **dispute resolution** system of claim 102, wherein the NRNmodule issues a message to a party with which the negative reputationratings is associated, wherein the message includes a link to the online **dispute resolution** system. 104. The online **dispute resolution** system of claim 98, further comprising amarketplace verification module that accesses the online marketplace andautomatically verifies at least a portion of the case information. 105. The online **dispute resolution** system of claim 98, wherein the plurality of**dispute resolution** modules includes a reputation correction module that,based on an outcome of the ODR process, automatically updates areputation system of the online marketplace to correct reputation feedback for at least one of the parties. 106. The online **dispute resolution** system of claim 98, further comprising acommunication module to provide an application programming interfacefor communicating with the reputation system of the online marketplace...

17/3,K/2 (Item 1 from file: 350)
DIALOG(R)File 350: Derwent WPIX
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0014905021 *Drawing available*
WPI Acc no: 2005-252799/200526
Related WPI Acc No: 2004-040656; 2004-202689; 2004-202690; 2004-614450; 2005-604272
XRPX Acc No: N2005-208081
Electronic certification seal issuing method for online applications, involves generating media objects to present unique certification seal, for each online entity on receiving agreements for participation in online dispute resolution
Patent Assignee: SQUARE TRADE INC (SQUA-N)
Inventor: **KHAISHGI A; QUINN J**

Patent Family (1 patents, 1 countries)							
Patent Number	**Kind**	**Date**	**Application Number**	**Kind**	**Date**	**Update**	**Type**
US 20050065812	A1	20050324	US 2000634149	A	20000808	200526	B
			US 2003643263	A	20030819		
			US 2004983774	A	20041108		

Priority Applications (no., kind, date): US 2000634149 A 20000808; US 2003643263 A 20030819; US 2004983774 A 20041108

Patent Details					
Patent Number	**Kind**	**Lan**	**Pgs**	**Draw**	**Filing Notes**
US 20050065812	A1	EN	8	6	Continuation of application US 2000634149
					Division of application US 2003643263
					Continuation of patent US 6658394

...issuing method for online applications, involves generating media objects to present unique certification seal, for each online entity on receiving agreements for participation in online dispute resolution Inventor: **KHAISHGI A... ...QUINN J Alerting Abstract** ...method involves generating corresponding media objects including media to present a unique certification seal, for each online entity on receiving agreements for participation in online **dispute resolution** from entities. **Class Codes** International Patent Classification IPC Class Level Scope Position Status Version Date **G06Q-0010/00...** **...G06Q-0030/00 G06Q-0010/00... ...G06Q-0030/00** Original Publication Data by AuthorityArgentina**Publication No.** Inventor name & address:**Khaishgi, Ahmed... ...Quinn, John Claims:**What is claimed is:**1**. A method comprising:receiving agreements to participate in online **dispute resolution** from plurality of online entities; andgenerating corresponding media objects for each of the online entities based on receipt of the agreements, wherein each of...

17/3,K/3 (Item 2 from file: 350)
DIALOG(R)File 350: Derwent WPIX

0014424243 *Drawing available*
WPI Acc no: 2004-614450/200459
Related WPI Acc No: 2004-040656; 2004-202689; 2004-202690; 2005-252799; 2005-604272
XRPX Acc No: N2004-485812
**Continued compliance determination method for electronic commerce vendor, involves taking
action with certification system relative to dynamically generated electronic seal of certification
based on determined compliance**
Patent Assignee: ABERNETHY S D (ABER-I); KHAISHGI A (KHAI-I); LIBONATE K (LIBO-I);
QUINN J (QUIN-I); SQUARETRADE INC (SQUA-N); TSENG V (TSEN-I)
Inventor: ABERNETHY S D; **KHAISHGI A**; LIBONATE K; **QUINN J**; TSENG V

Patent Family (3 patents, 106 countries)							
Patent Number	**Kind**	**Date**	**Application Number**	**Kind**	**Date**	**Update**	**Type**
US 20040153414	A1	20040805	US 2000634149	A	20000808	200459	B
			US 2003470345	P	20030514		
			US 2003714758	A	20031117		
WO 2005010649	A2	20050203	WO 2004US14726	A	20040511	200510	E
US 7424457	B2	20080909	US 2003714758	A	20031117	200860	E

Priority Applications (no., kind, date): US 2000634149 A 20000808; US 2003470345 P 20030514; US
2003714758 A 20031117

Patent Details						
Patent Number	**Kind**	**Lan**	**Pgs**	**Draw**	**Filing Notes**	
US 20040153414	A1	EN	73	55	C-I-P of application	US 2000634149
					Related to Provisional	US 2003470345
					C-I-P of patent	US 6658394
WO 2005010649	A2	EN				
National Designated States,Original		AE AG AL AM AT AU AZ BA BB BG BR BW BY BZ CA CH CN CO CR CU CZ DE DK DM DZ EC EE EG ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NA NI NO NZ OM PG PH PL PT RO RU SC SD SE SG SK SL SY TJ TM TN TR TT TZ UA UG US UZ VC VN YU ZA ZM ZW				
Regional Designated States,Original		AT BE BG BW CH CY CZ DE DK EA EE ES FI FR GB GH GM GR HU IE IT KE LS LU MC MW MZ NA NL OA PL PT RO SD SE SI SK SL SZ TR TZ UG ZM ZW				

...Inventor: **KHAISHGI A**... ...**QUINN J Alerting Abstract** ... 24 **Dispute resolution** history data...
Class Codes International Patent Classification IPC Class Level Scope Position Status Version Date
G06Q-0010/00... ...**G06Q-0030/00**... ...**G06Q-0099/00** ...G06Q-0010/00... ...G06Q-0030/00... ...**G06Q-0099/00** Original Publication Data by AuthorityArgentina**Publication No.** Inventor name &
address:**Khaishgi, Ahmedulla**... ...**Quinn, John**... ...**Khaishgi, Ahmedulla**... ...**Quinn, John**...
...**KHAISHGI, Ahmedulla**... ...**QUINN, John**

Dialog eLink: Order File History
17/3,K/4 (Item 3 from file: 350)
DIALOG(R)File 350: Derwent WPIX

0014344817 *Drawing available*
WPI Acc no: 2004-533020/200451
Related WPI Acc No: 2004-268898
XRPX Acc No: N2004-422150
Dispute resolution method in electronic commerce, involves determining proposed resolution of dispute information received from one of several sub-markets of on line market place, and presenting it to the one or more parties
Patent Assignee: CHERRY-LISCO C (CHER-I); KHAISHGI A (KHAI-I); QUINN J (QUIN-I); SQUARETRADE INC (SQUA-N); VAIDYANATHAN L (VAID-I)
Inventor: CHERRY-LISCO C; **KHAISHGI A**; **QUINN J**; **VAIDYANATHAN L**

Patent Family (2 patents, 106 countries)							
Patent Number	**Kind**	**Date**	**Application Number**	**Kind**	**Date**	**Update**	**Type**
US 20040128155	A1	20040701	US 2000504159	A	20000215	200451	B
			US 2003469502	P	20030509		
			US 2003634654	A	20030805		
WO 2004102328	A2	20041125	WO 2004US14197	A	20040507	200478	E

Priority Applications (no., kind, date): US 2000504159 A 20000215; US 2003469502 P 20030509; US 2003634654 A 20030805

Patent Details						
Patent Number	**Kind**	**Lan**	**Pgs**	**Draw**	**Filing Notes**	
US 20040128155	A1	EN	91	71	C-I-P of application	US 2000504159
					Related to Provisional	US 2003469502
WO 2004102328	A2	EN				
National Designated	AE AG AL AM AT AU AZ BA BB BG BR BW BY BZ CA CH CN CO CR CU CZ DE DK DM DZ EC EE EG ES FI GB GD GE GH GM HR HU ID IL IN IS JP					

States,Original	KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NA NI NO NZ OM PG PH PL PT RO RU SC SD SE SG SK SL SY TJ TM TN TR TT TZ UA UG US UZ VC VN YU ZA ZM ZW
Regional Designated States,Original	AT BE BG BW CH CY CZ DE DK EA EE ES FI FR GB GH GM GR HU IE IT KE LS LU MC MW MZ NA NL OA PL PT RO SD SE SI SK SL SZ TR TZ UG ZM ZW

Dispute resolution method in electronic commerce, involves determining proposed resolution of dispute information received from one of several sub-markets of on line market place, and presenting... Original Titles: System and method for resolving a dispute in electronic commerce and managing an online **dispute resolution** process... ...SYSTEM AND METHOD FOR RESOLVING A DISPUTE IN ELECTRONIC COMMERCE AND MANAGING AN ONLINE **DISPUTE RESOLUTION** PROCESS... ...Inventor: **KHAISHGI A**... ...**QUINN J**... ...**VAIDYANATHAN L Alerting Abstract** ... online **dispute resolution system**; **method** for automatically updating reputation rating of user; and method of administering online **dispute resolution** process. USE - For **dispute resolution** in electronic commerce of goods and **service in** online sub markets such as automotive, travel, electronics and real estate sub markets... ... ADVANTAGE - Reduces the time period or extent of reputation damage. Several disputes are automatically handled by **dispute resolution** efficiently.... ... DESCRIPTION OF DRAWINGS - The figure shows a flowchart illustrating the online **dispute resolution** process.**Class Codes** International Patent Classification IPC Class Level Scope Position Status Version Date **G06Q-0010/00**... ...**G06Q-0030/00 G06Q-0010/00**... ...**G06Q-0030/00** Original Publication Data by Authority**Argentina**Publication No. Inventor name & address:**Vaidyanathan, Lalitha**... ...**Quinn, John**... ...**Khaishgi, Ahmed**... ...**VAIDYANATHAN, Lalitha**... ...**QUINN, John**... ...**KHAISHGI, Ahmed** ...**Original Abstracts:**can handle a very high volume of concurrent disputes cost effectively, and provide for the central management of a large and geographically distributed group of **dispute resolution** specialists that **assist with** online **dispute resolution**. The techniques **address needs** arising through the recent growth of global online marketplaces and online selling... ... can handle a very high volume of concurrent disputes cost effectively, and provide for the central management of a large and geographically distributed group of **dispute resolution** specialists that assist with online **dispute resolution. The techniques** address needs arising through the **recent growth** of global online marketplaces and online selling...

YOUR CASE?

Dialog eLink: Order File History
17/3,K/5 (Item 4 from file: 350)
DIALOG(R)File 350: Derwent WPIX
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0014085437 *Drawing available*
WPI Acc no: 2004-268898/200425

EIC3600 SEARCH RESULTS   25   6/29/2009

Related WPI Acc No: 2004-533020
XRPX Acc No: N2004-212702
Online electronic commerce dispute resolution system compares case information received from client computer with facts of previously resolved dispute to automatically select resolution mode
Patent Assignee: CHERRY C (CHER-I); KHAISHGI A (KHAI-I); QUINN J (QUIN-I); VAIDYANATHAN L (VAID-I)
Inventor: **CHERRY C; KHAISHGI A; QUINN J; VAIDYANATHAN L**

Patent Family (1 patents, 1 countries)							
Patent Number	**Kind**	**Date**	**Application Number**	**Kind**	**Date**	**Update**	**Type**
US 20040059596	A1	20040325	US 2000504159	A	20000215	200425	B
			US 2003672136	A	20030926		

Priority Applications (no., kind, date): US 2000504159 A 20000215; US 2003672136 A 20030926

Patent Details				
Patent Number	**Kind**	**Lan**	**Pgs**	**Draw**	**Filing Notes**
US 20040059596	A1	EN	24	11	Continuation of application US 2000504159

Online electronic commerce dispute resolution system compares case information received from client computer with facts of previously resolved dispute to automatically select resolution mode
Original Titles: Automated online **dispute resolution** Inventor: **CHERRY C**... ...**KHAISHGI A**... ...**QUINN J**... ...**VAIDYANATHAN L Alerting Abstract** ...NOVELTY - The **dispute resolution** system receives case information from client computer, and compares the case information with facts of previously resolved dispute to automatically select a resolution mode comprising... ... online **dispute resolution system integrating** method; andelectronic market place indicating method... ... USE - Online electronic commerce **dispute resolution** system.... ... DESCRIPTION OF DRAWINGS - The figure shows the block diagram of online electronic commerce **dispute resolution** system.**Class Codes** International Patent Classification IPC Class Level Scope Position Status Version Date **G06Q-0010/00**... **G06Q-0010/00**... Original Publication Data by AuthorityArgentina**Publication No.** Inventor name & address:**Vaidyanathan, Lalitha**... ...**Quinn, John**... ...**Khaishgi, Ahmed**... ...**Cherry, Cara** ...**Original Abstracts:**one of two modes of resolving the dispute, the first mode being completely driven by an electronic agent and the second mode involving a human **dispute resolution** specialist; and **presenting the resolution** of the **dispute to** the one or more parties. **Claims:1**. A system comprising:a client computer; anda server providing an operating environment for a **dispute resolution** system,wherein the **dispute resolution** system **receives case** information from the client computer **that describes** an electronic commerce dispute from one or more parties to the dispute, andwherein the **dispute resolution** system compares the case information to facts of previously resolved **disputes to** automatically select a resolution mode comprising one of (i) a **direct negotiation** mode that allows the parties to directly negotiate a resolution to the dispute via the computer network, (ii) a conciliation mode that allows the **parties** to **negotiate** the resolution to the **dispute** through a mediator, and (iii) mediation mode that allows a mediator to propose a resolution to the **dispute.>**

[Insert]

III. Patent Files from Dialog

File 324:GERMAN PATENTS FULLTEXT 1967-200926
     (c) 2009 UNIVENTIO/THOMSON

File 348:EUROPEAN PATENTS 1978-200926
        (c) 2009 European Patent Office
File 349:PCT FULLTEXT 1979-2009/UB=20090625|UT=20090618
        (c) 2009 WIPO/Thomson
File 344:Chinese Patents Abs Jan 1985-2006/Jan
        (c) 2006 European Patent Office
File 347:JAPIO Dec 1976-2009/Jan(Updated 090503)
        (c) 2009 JPO & JAPIO
File 350:Derwent WPIX 1963-2009/UD=200939
        (c) 2009 Thomson Reuters
File 371:French Patents 1961-2002/BOPI 200209
        (c) 2002 INPI. All rts. reserv.

? **ds**

Set   Items   Description
S1   637   DISPUTE? ?(1W)RESOLUTION? ?
S2   70   DISPUTE? ?(1W)(NEGOTIAT? OR MEDIAT? OR ARBITRAT? OR CONCIL-
              IAT?)
S3   107   (COMPLAIN? OR DISSATIS? OR GRIEVANCE? OR PROTEST? OR DISAP-
              PROV? OR DISPLEASURE? OR UNHAPP? OR DISAGREE?)(3N)RESOLUTION?
              ?
S4   0   (S1:S3)(5N)(ONLINE ON()LINE)
S5   68   (S1:S3)(5N)(AUTOMATE? OR ELECTRONIC? OR COMPUTERIS? OR COM-
              PUTERIZ?)
S6   8   (S1:S3)(5N)(WEBSITE? OR WEBPAGE? OR WEB()(SITE? ? OR PAGE?
              ?))
S7   49   (S1:S3)(5N)(NETWORK? ? OR INTERNET)
S8   498933 CONSUMER? ? OR BUYER? OR CUSTOMER OR CUSTOMERS OR SHOPPER?
              OR PURCHASER? ?
S9   527479 SELLER? ? OR PROVIDER? ? OR MERCHANT? ? OR SUPPLIER? OR MA-
              NUFACTURER? OR RETAILER? OR VENDOR OR VENDORS
S10   24238 BETWEEN(5N)(S8 AND S9)
S11   50217 BETWEEN(5N)(S8 OR S9)
S12   595   AU=(VAIDYANATHAN, L? OR VAIDYANATHAN L? OR QUINN, J? OR QU-
              INN J? OR KHAISHGI, A? OR KHAISHGI A? OR CHERRY, C? OR CHERRY
              C? OR LALITHA(2N)VAIDYANATHAN OR JOHN(2N)QUINN OR AHMED(2N)KH-
              AISHGI OR CARA(2N)CHERRY)
S13   107   S4:S7
S14   9   S13(S)(S10:S11)
S15   5   S14 AND IC=G06Q
S16   7   S12 AND (S1:S3)
S17   5   S16 AND IC=G06Q

?

15/3K/1 (Item 1 from file: 349)
DIALOG(R)File 349: PCT FULLTEXT

01317630

ONLINE TRANSACTION HOSTING APPARATUS AND METHOD
DISPOSITIF ET PROCEDE D'HEBERGEMENT DE TRANSACTIONS EN LIGNE

Patent Applicant/Patent Assignee:

- **REVOLUTIONARY E-COMMERCE SYSTEMS INC**; Suite 33, 8008 Slide Road, Lubbock, TX 79424
  US; US (Residence); US (Nationality)
  (For all designated states except: US)

Legal Representative:

- **PIERCE Gary D E(agent)**
  Pate Pierce & Baird, 550 Parkside Tower, 215 South State Street, Salt Lake City, UT 84111; US;

	Country	Number	Kind	Date
Patent	WO	2005124678	A2-A3	20051229
Application	WO	2005US21294		20050615
Priorities	US	2004867974		20040615

Designated States: (All protection types applied unless otherwise stated - for applications 2004+)
AE; AG; AL; AM; AT; AU; AZ; BA; BB; BG;
BR; BW; BY; BZ; CA; CH; CN; CO; CR; CU;
CZ; DE; DK; DM; DZ; EC; EE; EG; ES; FI;
GB; GD; GE; GH; GM; HR; HU; ID; IL; IN;
IS; JP; KE; KG; KM; KP; KR; KZ; LC; LK;
LR; LS; LT; LU; LV; MA; MD; MG; MK; MN;
MW; MX; MZ; NA; NG; NI; NO; NZ; OM; PG;
PH; PL; PT; RO; RU; SC; SD; SE; SG; SK;
SL; SM; SY; TJ; TM; TN; TR; TT; TZ; UA;
UG; US; UZ; VC; VN; YU; ZA; ZM; ZW;

[EP] AT; BE; BG; CH; CY; CZ; DE; DK; EE; ES;
FI; FR; GB; GR; HU; IE; IS; IT; LT; LU;
MC; NL; PL; PT; RO; SE; SI; SK; TR;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GQ; GW;
ML; MR; NE; SN; TD; TG;

[AP] BW; GH; GM; KE; LS; MW; MZ; NA; SD; SL;
SZ; TZ; UG; ZM; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Main International Patent Classes (Version 7):

IPC	Level
G06Q-099/00	Main

International Patent Classes (Version 8/R) IPC	Level	Value	Position	Status	Version	Action	Source	Office
G06Q-0030/00...								

Language Publication Language: English

Filing Language: English

Fulltext word count: 35666

English Abstract:

...buyers and sellers may be presented with data concerning the market for the product that is the subject of the offer. A sale is consummated **between** the **buyer** and **seller** of the matched offer to buy and offer to sell. Consummation may include assessing the risk of fraud posed by the matched buyer and matched... ...transaction. Payment is forwarded to the seller by the host upon confirmation by the buyer that a product has been received in good order. An **automated**, or partially **automated**, **dispute resolution** process may resolve disputed transactions.

Dialog eLink: Order File History
15/3K/2 (Item 2 from file: 349)
DIALOG(R)File 349: PCT FULLTEXT
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01189790

SYSTEM AND METHOD FOR MANAGING CASES
SYSTEME ET PROCEDE DE GESTION D'AFFAIRES

Patent Applicant/Inventor:

- **MEHMET Badisse David**
  26 Bond Street, Apt. 2R, New York, NY 10016; US; US (Residence); US (Nationality); (Designated for all)

Legal Representative:

- **FARRES Ozzie A et al(agent)**
  Hunton & Williams LLP, 1900 K Street, N.W., Washington, DC 20006; US;

	Country	Number	Kind	Date
Patent	WO	2004111766	A2-A3	20041223
Application	WO	2004US17135		20040602
Priorities	US	2003475466		20030604

Designated States: (All protection types applied unless otherwise stated - for applications 2004+)
AE; AG; AL; AM; AT; AU; AZ; BA; BB; BG;
BR; BW; BY; BZ; CA; CH; CN; CO; CR; CU;
CZ; DE; DK; DM; DZ; EC; EE; EG; ES; FI;
GB; GD; GE; GH; GM; HR; HU; ID; IL; IN;
IS; JP; KE; KG; KP; KR; KZ; LC; LK; LR;
LS; LT; LU; LV; MA; MD; MG; MK; MN; MW;
MX; MZ; NA; NI; NO; NZ; OM; PG; PH; PL;
PT; RO; RU; SC; SD; SE; SG; SK; SL; SY;
TJ; TM; TN; TR; TT; TZ; UA; UG; US; UZ;
VC; VN; YU; ZA; ZM; ZW;

[EP] AT; BE; BG; CH; CY; CZ; DE; DK; EE; ES;
FI; FR; GB; GR; HU; IE; IT; LU; MC; NL;
PL; PT; RO; SE; SI; SK; TR;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GQ; GW;
ML; MR; NE; SN; TD; TG;

[AP] BW; GH; GM; KE; LS; MW; MZ; NA; SD; SL;
SZ; TZ; UG; ZM; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

International Patent Classes (Version 8/R) IPC	Level	Value	Position	Status	Version	Action	Source	Office
G06Q-0099/00...								

Language Publication Language: English

Filing Language: English

Fulltext word count: 17296

Claims:

...system.
A number of patents have issued in the area of claims and negotiationmanagement systems. U.S. Patent No. 6,330,551 discloses a **computerized** system for automated **dispute resolution** through an Intranet **website** via the Internet or other communications linkage for communicating and processing a series of demands to satisfy a claim made by or on behalf of... ...U.S. Patent No. 6,141,653 discloses a

multivariate negotiations engine for iterative bargaining which: enables a sponsor to create and administer a community **between** participants such as **buyers** and **sellers** having similar interests; allows a buyer/participant to search and evaluate seller information, propose and negotiate orders and counteroffers that include all desired terms, request...

Dialog eLink: Order File History
15/3,K/3 (Item 1 from file: 350)
DIALOG(R)File 350: Derwent WPIX

0017479107 *Drawing available*
WPI Acc no: 2008-C99545/200821
Related WPI Acc No: 2004-081305
XRPX Acc No: N2008-234364
Electronic payment transaction dispute resolution facilitating method for resolving e.g. credit card dispute, involves transmitting response to questionnaire including information relating to disputed transaction from card issuer
Patent Assignee: BERNHARD L (BERN-I); KING M (KING-I); RICHEY D (RICH-I); VAN HORN D (VHOR-I)
Inventor: BERNHARD L; KING M; RICHEY D; VAN HORN D

Patent Family (1 patents, 1 countries)							
Patent Number	**Kind**	**Date**	**Application Number**	**Kind**	**Date**	**Update**	**Type**
US 20080059351	A1	20080306	US 2002172762	A	20020613	200821	B
			US 2007774802	A	20070709		

Priority Applications (no., kind, date): US 2002172762 A 20020613; US 2007774802 A 20070709

Patent Details				
Patent Number	**Kind**	**Lan**	**Pgs**	**Draw**	**Filing Notes**
US 20080059351	A1	EN	24	7	Continuation of application US 2002172762

Alerting Abstract ...USE - Method for facilitating electronic payment transaction dispute resolution, to resolve credit card dispute and inbound telemarketing transaction dispute **between** card holder and **merchant,** for an online dispute resolution system (claimed... **Class Codes** International Patent Classification IPC Class Level Scope Position Status Version Date ...**G06Q-0010/00**... ...**G06Q-0020/00**... ...**G06Q-0040/00** ...**G06Q-0010/00**... ...**G06Q-0020/00**... ...**G06Q-0040/00**

Dialog eLink: Order File History
15/3,K/4 (Item 2 from file: 350)

0015512784 *Drawing available*
WPI Acc no: 2006-076927/200608
XRPX Acc No: N2006-066680
Apparatus for coordinating data exchanged in product sale transaction, has server that creates record indicating purchase price owed by host seller, when buyer status indicates transmission of acceptance and expiration of waiting period
Patent Assignee: GREAK G C (GREA-I); REVOLUTIONARY E-COMMERCE SYSTEMS INC (REVO-N)
Inventor: GREAK G C

Patent Family (2 patents, 109 countries)							
Patent Number	**Kind**	**Date**	**Application Number**	**Kind**	**Date**	**Update**	**Type**
US 20050289039	A1	20051229	US 2004867974	A	20040615	200608	B
WO 2005124678	A2	20051229	WO 2005US21294	A	20050615	200608	E

Priority Applications (no., kind, date): US 2004867974 A 20040615

Patent Details					
Patent Number	**Kind**	**Lan**	**Pgs**	**Draw**	**Filing Notes**
US 20050289039	A1	EN	68	41	
WO 2005124678	A2	EN			
National Designated States,Original	AE AG AL AM AT AU AZ BA BB BG BR BW BY BZ CA CH CN CO CR CU CZ DE DK DM DZ EC EE EG ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KM KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NA NG NI NO NZ OM PG PH PL PT RO RU SC SD SE SG SK SL SM SY TJ TM TN TR TT TZ UA UG US UZ VC VN YU ZA ZM ZW				
Regional Designated States,Original	AT BE BG BW CH CY CZ DE DK EA EE ES FI FR GB GH GM GR HU IE IS IT KE LS LT LU MC MW MZ NA NL OA PL PT RO SD SE SI SK SL SZ TR TZ UG ZM ZW				

Class Codes International Patent Classification IPC Class Level Scope Position Status Version Date **G06Q-0040/00... ...G06Q-0099/00 G06Q-0040/00... ...G06Q-0099/00** Original Publication Data by AuthorityArgentina**Publication No. ...Original Abstracts:**transaction. Payment is forwarded to the seller by the host upon confirmation by the buyer that a product has been received in good order. An **automated**, or partially **automated, dispute resolution** process **may resolve disputed** transactions... ... transaction. Payment is forwarded to the seller by the host upon confirmation by the buyer that a product has been received in good order. An **automated**, or partially **automated, dispute resolution** process may resolve **disputed** transactions.

0011159961 *Drawing available*
WPI Acc no: 2002-097360/200213
XRPX Acc No: N2002-071973
Method for automated resolution of complaint from complainer against party by detecting lack of agreement between complainer and party, and automatically mediating between them to resolve complaint without human mediator
Patent Assignee: POMERANCE B (POME-I)
Inventor: POMERANCE B

Patent Family (6 patents, 92 countries)							
Patent Number	**Kind**	**Date**	**Application Number**	**Kind**	**Date**	**Update**	**Type**
WO 2001077945	A1	20011018	WO 2001US10722	A	20010402	200213	B
AU 200147933	A	20011023	AU 200147933	A	20010402	200213	E
US 20010044729	A1	20011122	US 2000543049	A	20000405	200213	E
			US 2000203705	P	20000511		
			US 2000216222	P	20000705		
			US 2001793687	A	20010226		
			US 2001817072	A	20010326		
US 20020010591	A1	20020124	US 2000543049	A	20000405	200214	E
			US 2000203705	P	20000511		
			US 2000216222	P	20000705		
			US 2001793687	A	20010226		
US 7343295	B2	20080311	US 2000543049	A	20000405	200820	E
			US 2000203705	P	20000511		
			US 2000216222	P	20000705		
			US 2001793687	A	20010226		
US 7529679	B1	20090505	US 2000543049	A	20000405	200931	E

Priority Applications (no., kind, date): US 2000543049 A 20000405; US 2000203705 P 20000511; US 2000216222 P 20000705; US 2001793687 A 20010226; US 2001817072 A 20010326

Patent Details					
Patent Number	**Kind**	**Lan**	**Pgs**	**Draw**	**Filing Notes**
WO 2001077945	A1	EN	78	16	
National		AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ DE DK			

Designated States,Original	DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW				
Regional Designated States,Original	AT BE CH CY DE DK EA ES FI FR GB GH GM GR IE IT KE LS LU MC MW MZ NL OA PT SD SE SL SZ TR TZ UG ZW				
AU 200147933	A	EN		Based on OPI patent	WO 2001077945
US 20010044729	A1	EN		C-I-P of application	US 2000543049
				Related to Provisional	US 2000203705
				Related to Provisional	US 2000216222
				C-I-P of application	US 2001793687
US 20020010591	A1	EN		C-I-P of application	US 2000543049
				Related to Provisional	US 2000203705
				Related to Provisional	US 2000216222
US 7343295	B2	EN		C-I-P of application	US 2000543049
				Related to Provisional	US 2000203705
				Related to Provisional	US 2000216222

Alerting Abstract ... USE - As **automated complaint** management and **dispute resolution**, for **automated resolution** of a **complaint** from a complainer against a party... **Class Codes** International Patent Classification IPC Class Level Scope Position Status Version Date **G06Q-0010/00... ...G06Q-0099/00 G06Q-0010/00... ...G06Q-0099/00... ...G06Q-0099/00**

Dialog eLink: Order File History
17/3K/1 (Item 1 from file: 349)
DIALOG(R)File 349: PCT FULLTEXT
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01180406

SYSTEM AND METHOD FOR RESOLVING A DISPUTE IN ELECTRONIC COMMERCE AND MANAGING AN ONLINE DISPUTE RESOLUTION PROCESS
SYSTEME ET PROCEDE PERMETTANT DE REGLER UN DIFFEREND DANS LE DOMAINE DU COMMERCE ELECTRONIQUE ET DE GERER UN PROCEDE DE REGLEMENT DES DIFFERENDS EN LIGNE
SYSTEM AND METHOD FOR RESOLVING A DISPUTE IN ELECTRONIC COMMERCE AND MANAGING AN ONLINE **DISPUTE RESOLUTION** PROCESS

Patent Applicant/Patent Assignee:

- **SQUARETRADE INC**; 50 First Street, Suite 600, San Francisco, CA 94105
  US; US (Residence); US (Nationality)
  (For all designated states except: US)

Legal Representative:

- **SIEFFERT Kent J(agent)**
  Shumaker & Sieffert, P.A., Suite 105, 8425 Seasons Parkway, St. Paul, MN 55125; US;

	Country	Number	Kind	Date
Patent	WO	2004102328	A2-A3	20041125
Application	WO	2004US14197		20040507
Priorities	US	2003469502		20030509
	US	2003634654		20030805

Designated States: (All protection types applied unless otherwise stated - for applications 2004+)
AE; AG; AL; AM; AT; AU; AZ; BA; BB; BG;
BR; BW; BY; BZ; CA; CH; CN; CO; CR; CU;
CZ; DE; DK; DM; DZ; EC; EE; EG; ES; FI;
GB; GD; GE; GH; GM; HR; HU; ID; IL; IN;
IS; JP; KE; KG; KP; KR; KZ; LC; LK; LR;
LS; LT; LU; LV; MA; MD; MG; MK; MN; MW;
MX; MZ; NA; NI; NO; NZ; OM; PG; PH; PL;
PT; RO; RU; SC; SD; SE; SG; SK; SL; SY;
TJ; TM; TN; TR; TT; TZ; UA; UG; US; UZ;
VC; VN; YU; ZA; ZM; ZW;

[EP] AT; BE; BG; CH; CY; CZ; DE; DK; EE; ES;
FI; FR; GB; GR; HU; IE; IT; LU; MC; NL;
PL; PT; RO; SE; SI; SK; TR;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GQ; GW;
ML; MR; NE; SN; TD; TG;

[AP] BW; GH; GM; KE; LS; MW; MZ; NA; SD; SL;
SZ; TZ; UG; ZM; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

International Patent Classes (Version 8/R) IPC	Level	Value	Position	Status	Version	Action	Source	Office
G06Q-0099/00...								

Language Publication Language: English

Filing Language: English
Fulltext word count: 19040

English Abstract:

...can handle a very high volume of concurrent disputes cost effectively, and provide for the central management of a large and geographically distributed group of **dispute resolution** specialists that assist with online **dispute resolution**. The techniques address needs arising through the recent growth of global online marketplaces and online selling.

Detailed Description:

SYSTEM AND METHOD FOR RESOLVING A DISPUTE IN ELECTRONIC
COMMERCE AND MANAGING AN ONLINE **DISPUTE RESOLUTION**
PROCESS
TECHNICAL FIELD
[0001] This invention relates to systems and methods of **dispute resolution** and, more particularly, to systems and methods of online **dispute resolution** in electronic commerce.

BACKGROUNb
[00021 The proliferation of electronic commerce using the Internet as a
common communication medium has established a need for an effective **dispute resolution** mechanism when exchanges in electronic commerce are unsatisfactory to one or more the parties involved. The Internet is a convenient medium by which consumers and... ...outcome of not participating as much or at all due to the risks or due to an incidence of real or perceived dispute.

[00031 Traditional **dispute resolution** processes do not provide an effective solution. The traditional court system is expensive to use and the system may deny - I justice to those who... ...can handle a very high volume of concurrent disputes cost effectively, and provide for the central management of a large and geographically distributed group of **dispute resolution** specialists that assist with online **dispute resolution**. The techniques address needs arising through the recent growth of global online marketplaces and online selling.

[00061 The described techniques allow **dispute resolution** to take a much broader definition and value in e-commerce settings than traditional forms of alternative **dispute resolution** (ADR) have played in the offline world. In offline settings ADR is generally limited to the use of mediation or arbitration only once a problem has escalated to a relatively escalated and damaging level, whereas the techniques described herein apply online **dispute resolution** ("ODT') processes much earlier, much more broadly and much more positively in nature, as described - 2 below, to de-escalate and resolve disputes. Moreover, the... ...techniques to help capture an issue and route it to the appropriate ODR module. The ODR modules may apply processes that span far beyond traditional **dispute resolution** mechanisms, such as automated complaint handling, automated direct negotiation between the parties, automated agreement processes, facilitated case handling, facilitated mediation, specialized mediation processes (e.g... ...varying nature of online marketplaces in a dynamic fashion. According to one aspect of the invention, the processes can vary by sub-marketplace, for example **dispute resolution** processes available for addressing a car purchase on

eBay motors is different than for general merchandise such as clothing. The ODR system can be accessed... ...from the
sub-marketplace, or might route the case to different processes based on
recognizing the different transaction type. In another aspect, other marketplace specific **dispute resolution** processes might include automatically routing cases to internal fraud claims handling, online payment system disputes, and third party integration such as with an insurance company handling car disputes.

[0009] Online marketplaces also have distinct needs for a recourse or **dispute resolution** process to support online reputation systems, for example the feedback
forum in eBay's online marketplace. While the reputations served as an
enforcement mechanism to reward or punish the other party for an effective transaction, they lacked a neutral, effective means to provide **dispute resolution** before leaving such feedback or to resolve disputes that might include retraction of negative or positive feedback. Hence, techniques described herein serve a new need in providing recourse to support online reputation systems, in a way that traditional **dispute resolution** could not have easily solved. Sellers' or buyers' ability to effectively transact is dramatically impacted by their reputation rating, making ODR a new important function... ...techniques described herein may provide new technology, online user interface processes, and the ease of data sharing and system integration to advance the capabilities of **dispute resolution** processes in an online setting. These - 4 allow the ODR system described herein to automatically tailor a **dispute resolution** experience for users or user types with given sets of issues. As a result, the ODR system can better customize a dispute process based upon... ...development.

[0014] According to another aspect of the invention, techniques are described for utilizing user information, including'processes that identify: repeat users of the online **dispute resolution** system, users who are high-volume sellers or buyers in the marketplace, and users who have made certain pre-commitments (such as Seal members). Based... ...might require special attention due to their value to the marketplace and or due to their pre-commitments (for example commitment to participate in online **dispute resolution**). Further, the ODR system may customize messaging and processes such that repeat users are addressed with tailored language as compared to introductory language to new users of online **dispute resolution** who are less familiar with processes. Similarly, repeat users, or users who have pre-committed to using the ODR system, may need to provide less information when filing a case again, as much of their personal infon-nation may be on file with the **dispute resolution** provider. This may be beneficial in an online marketplace setting where **dispute resolution** is a more familiar and repeatedly used utility, rather than a rarely or never used service such as the court system or mediation in the... ...and utilizing user and issue type information, the described ODR processes can also automatically or manually assign these users to - 5 a specific pool of **dispute resolution** specialists (DRS). These specialized cases or pool of specialists can be required to meet different standards as appropriate to the user of the service. For... ...able to respond to new needs in online marketplaces, and enable assignment and case development as never before possible or required in traditional methods of **dispute resolution**.

[0016] According to another aspect of the invention, the described ODR
system may further automate processes to create a better user experience for both parties. For example, the ODR system may identify when payment is likely to be required for a **dispute resolution** process and can request that payment be authorized during the initial filing process. This process helps limit unnecessary steps or repeated contact with parties that... ...best practices in online marketplaces where

used (e.g., eBay). The functionality allows sellers to display their policies and pre-commitments (such as to online **dispute resolution**) in multiple forms to integrate into the ir selling practices in online marketplaces in an easily repeatable method, including: 1) automatically posting the policies on... ...that buyer is reminded of what to expect and provided with clear instructions should there be issues (e.g., providing a link to an online **dispute resolution** system), and 4) seamlessly providing this information to mediators if a dispute arises. An entity's polices and precommitments may be centrally stored and can... ...participation, self- 7 service direct negotiation and compromise tools, and assignment to DRS or DRS pool. Other new innovations relate to enhanced tools to manage **dispute resolution** specialists.

[00191 In addition, the online mediation and related processes described herein allow centralized resolution management of disputes that can be handled by a highly decentralized group of **dispute resolution** specialists (e.g., mediators or customer support staff around the world can handle disputes regardless of proximity). Cost effective centralized management is made possible through...
...specialists, assign and manage the processes, and maintain global quality control of the processes.
Other described techniques that aid the central
management of disputes and **dispute resolution** specialists (DRS) include
automatically or manually channeling disputes to pools of DRS that are organized based on DRS skills, availability, and business relationship with provider... ...Hence by automatically routing specific user or case types to a specific DRS pool, the system is able to manage a complex new range of **dispute resolution** and online marketplace service delivery needs.

[0020] The ODR system also provides case administration alerts and
management tools to assist customer support representatives and the... ...a global network of DRS and disputes between parties around the tools.

[0021] The ODR system utilizes the high volume and routine usage of online **dispute resolution** within an online marketplace to collect very significant data, such as which marketplace users tend to get involved in a dispute, what types of transactions... ...automated interfaces that alert the online marketplace in certain events, depending on any of the various data inputs, or case lifecycle stages that the online **dispute resolution** system tracks, in an attempt to greatly enhance the productivity of the marketplace. For example, the ODR system may alert the marketplace if two cases... ...to the application server and adapted to deliver the proposed resolution to a device for presentment to the one or more parties.

[00261 The online **dispute resolution** system can intelligently route a case to an appropriate resolution process based on electronic marketplace rules or precedence informing the online **dispute resolution** system that a particular case will have higher likelihood of reaching resolution using a specific process. Routing can be between self-settlement processes to help... ...in part on a point of entry into the method of resolving the dispute from the online marketplace.

[00301 Dynamically generated messaging within the online **dispute resolution** process can also be modified based on the party involved. Altered messaging based on a user or party can increase participation in online dispute processes. For example the **dispute resolution** system might recognize a participant who is a repeat or high volume user of ODR, or a member of a related seal program with associated... ...one of the one or more parties is updated as a function of the resolution.

[0036] In another application of reputation or feedback related online **dispute .resolution**, the online **dispute resolution** system can process feedback related to disputes where the other party does not respond. The online **dispute resolution** process can be designed to give fair warning to the other party who left a negative feedback about the filing party. If the other party does not respond within the rules set by the online marketplace, the online **dispute resolution** system can detennine if the transaction and feedback left meet appropriate standards for removal as set by the marketplace. If within standards the online **dispute resolution** system can, either automatically or through a **dispute resolution** specialist, approve feedback removal. An automated request can be generated to the online marketplace from the online **dispute resolution** system to authorize correcting the feedback. If however the party does respond, the dispute can be routed to other appropriate processes, that are either automated or specialist assisted.

- 13
[0037] In another embodiment, the online **dispute resolution** system can
process feedback related to disputes where both parties have agreed to the feedback removal and there is no further underlying issue to be resolved. The online **dispute resolution** system can determine if the transaction and feedback left meet appropriate standards for removal as set by the marketplace. If within standards the online **dispute resolution** system can, either automatically or through a **dispute resolution** specialist, approve feedback removal. An automated request can be generated to the online marketplace from the online **dispute resolution** system to authorize correcting the feedback. If however the party does respond, the dispute can be routed to other appropriate processes, that are either automated...a first user of an online marketplace in which a second user provides feedback relative to the reputation rating of the first user. An electronic **dispute resolution** process is entered between the first user and the second user regarding the reputation rating of the first user. The reputation rating of the first user can be updated based upon the outcome of the electronic **dispute resolution** process.

[00431 In another embodiment, the invention provides a system for
administering a reputation rating of a first user of an online marketplace in which... ...the invention provides a method of resolving a dispute in an online marketplace involving one or more parties. A commitment for payment for the electronic **dispute resolution** process is received from one or more parties involved in the dispute. Information about the dispute is received from the
one or more parties who... ...resolving a dispute in an online marketplace involving one or more parties. Information about the dispute is received. A time for payment for an electronic **dispute resolution** - 15 process is determined as a function of an attribute of the dispute. Payment for the electronic **dispute resolution** process is received. A proposed resolution of the dispute is detennined. The proposed resolution is presented to the one or more parties.

[0047] In another embodiment, the invention provides a method of
administering an online **dispute resolution** process involving a plurality of disputes, each of the plurality of disputes involving one or more parties. The plurality of disputes are automatically prioritized for handling by a **dispute resolution** specialist. The pluralit@ of disputes are displayed to the **dispute resolution** specialist.

[00481 The details of one or more embodiments of the invention are set forth in the accompanying drawings and the description below. Other features... ...from the description and drawings, and from the claims.

BRIEF DESCRIPTION OF THE DRAWINGS

[00491 Figure 1A is a block diagram of an example online **dispute resolution**
system in accordance with the principles of the invention;

[00501 Figure 1B is a block diagram that illustrates the example online **dispute
resolution** system of FIG. 1 in further detail;

10051] Figure 2 is a block diagram that illustrates an exemplary tool set for **dispute resolution**
specialist (DRS) and other case administrators provided by the
online **dispute resolution** system of Figure 1A;

[00521 Figure 3 is a flow chart illustrating an overview of online **dispute
resolution** process in accordance with the invention;

100531 Figure 4 is a flow chart a block diagram illustrating linkages to an
online **dispute resolution** in accordance with the invention;

[0054] Figure 5 is a flow chart flow chart illustrating a filing process in an online **dispute resolution**
system in accordance with the invention along with new process to request negative feedback removal
when there is no response by the
other party

- 16 [0055] Figure 6 is a flow chart flow chart illustrating a response process in an
online **dispute resolution** system in accordance with the invention;

[0056] Figure 7 is a flow chart illustrating a reputation correction process in
accordance with the invention;

[00571 Figure... ...an implementation of the invention on an online marketplace.

t 4

DETAILED DESCRIPTION

[00591 Figure I illustrates a high-level block diagram of an online **dispute resolution** (ODR) system 1 0
for resolving disputes in electronic commerce, such as
through a web site or in an online marketplace. A dispute database 12... ...4, e.g., a "filer" and a
"respondent."

[00601 Application server 14 is operatively coupled to dispute database 12 and is configured to perform
many **dispute resolution** tasks in ODR system 10.

Application server 14 is operatively coupled to web server 15 which is adapted to communicate through
a network 9, such... ...provides an interface for communicating with parties 4 via devices 2. In addition,
web server 15 provides an interface for communication with a set of **dispute resolution** specialists
("DRSs") 5 that may aid the online resolution of disputes submitted by parties 4 In addition, web server
15 provides an interface for communication with a set of **dispute resolution** administrators 6, that may
be
customer service representatives, DRS administrators or other product
administrators supporting the ODR system., that may aid the online resolution of... ...an interface for
communication with online marketplace transaction database 20 in order to provide automated
validation of data and other marketplace integration with the online **dispute resolution** system.

[0063] in addition, communication module 13 may link ODR system 10 and
verification and compliance system 16, which is a system for administering "seals... ...17 may be
periodically synchronized, e.g., daily, with marketplace database 20 and reputation database 19 of

marketplace 18 and dispute database 12 of online **dispute resolution** - 18
system 10. Communication module 13 can access compliance database 17 and
inform ODR system 10 if a particular user has specific pre-commitments to... ...Case identification
module 21, issue identification module 22, message management module 24, payment collection module
25, negative feedback notification module 26, marketplace verification module 27, **dispute resolution**
specialist ("DRS") interface 28, **dispute resolution** engine 30, and case routing module 32. Although
illustrated for exemplary purposes as separate software modules executing on an operating environment
provided by application server... ...who is filing the case). For example, issue identification module 22
may provide multiple issue types as relevant to the point of entry to the **dispute resolution** system, for
example in an online marketplace where the filer is a buyer, this might include: "payment sent but
merchandise not received", "damaged merchandise", "incomplete ... ...administrators 6.

[0068] Message management module 24 generates messages and handles
communication with parties 4, DRS 5, and other ODR system administrators 6
during the **dispute resolution** process. Messaging can include standard
confirmations, requests for participation, automated alerts to respondent to participate, notices of case
closure, and alerts to - DRS if cases... ...ffirther illustrated in reference to FIG. 113, provides a
comprehensive interface by which multiple administrators can interact with ODR system 10 to assist in
online **dispute resolution** or manage the overall system. These parties can include a **dispute resolution**
specialist ("DRS") 5 or other
dispute resolution administrators 6, which may be customer service
representatives, DRS administrators or other product administrators supporting the
ODR system. Customer support module 29 provides an integrated... ...20 interaction, verification and
compliance systems 16, fraud detections systems associated with an external marketplace 18 or an
integrated verification and compliance system 16.

[0072] **Dispute resolution** engine 30 includes, among others, case routing
module 32 and a plurality of **dispute resolution** modules, including 34A-34N. Case routing module 32
routes cases to appropriate **dispute resolution** modules 34 of **dispute resolution** engine 30 based on the
identified issues for each case. In the
exemplary embodiment, **dispute resolution** modules 34 can include a direct
negotiation module 34A, a non-response module 34B, a general mediation module 34C, a reputation
correction module 34D, a... ...module 34D, compliance escalation
module 34G, fraud claim module 34J), via the case page and communication
module 23 and message management module 24 to process **disputes**. General
mediation mod-ale 34C allows parties 4 to work with a professional mediator or
DRS 5, via case page and communication module 23 and message management... ...for example a
marketplace rule base for feedback removal, or marketplace participation. Decision based module 34I
may stand along or may follow an unresolved other **dispute resolution** module
and utilize communication module 23 and message management module 24 to
resolve disputes.

- 22
[0074] Fraud claims module 34J can be specific to marketplace... ...process to buyers and to help them
have their money returned by the marketplace.

[0075] Figure 2 is a block diagram that illustrates an exemplary **dispute resolution** specialist (DRS) interface 28 provided by ODR system 10 of FIG. 1B.

More specifically, DRS interface 28 provides a comprehensive suite of software modules 40, 41 for training and supporting a distributed or local network of **Dispute Resolution** Specialists (DRS) 5, as well as supporting general ODR system administrators and customer support staff 6 to conduct online **dispute resolution**.

[00761 Individual DRS or DRS trainees 5 can access modules 40 of DRS interface 28 using device 2, such as a personal computer, that has... ...password protected area within a web interface presented by web server 18 where DRS 5 can access all tools required to be trained, conduct online **dispute resolution** and other administrative fimetions. For example, online training module 40 provides a forum for training DRS 5. and can be conducted online or offline. The... ...individual DRS, assemble feedback they receive from users, keep notes as to their training or other experience. Case analysis module 41F allows administrators to view **disputes** and **resolutions** in different ways, extract data at aggregate or case level, to help analyze effectiveness of system or other patterns to help improve the system or... ...case or user so that all related communications can be readily available. One or more of the modules 41 may issuing alerts to inform the **dispute resolution** specialist administrator when one or more of the pools approach a defined capacity of assigned dispute, or to inform the **dispute resolution** specialist administrator when a response time of one or more of the dispute to their respective assigned disputes drops below a defined response period.

[00831... ...10 in accordance with the invention. In general, ODR system 10 presents a party 4, e.g., a complainant, the content and explanation of the **dispute resolution** process from various points of entry in a manner that is focused on'encouraging participation in the online **dispute resolution** process (50).

- 25 [00841 The complainant initiates the filing process (52) by identifying key factors associated with the disputed transaction. Such factors can include the... ...their initially identified infort-nation to similar cases that can be based on precedence of similar cases in a given marketplace or similar setting.

The **complainant** identifies (58) acceptable **resolutions** from a list of selections presented next to each issue type. The list of selections presented is intelligently based on past information provided by filer... ...a mode of resolution based on issue type and resolution type, e.g., a feedback dispute. Where ODR system 10 recognizes that a fee based **dispute resolution** process is or might be required, the system can automatically request payment information from the party and obtain pre-authorization to charge the party for the **dispute resolution** service. In certain situations communication module 13 of ODR system 1 0 may update directly online marketplace database 20 or reputation database 19 of marketplace... ...on user conduct in the on-line marketplace - e.g., non-paying bidder (64). ODR system 10 presents the respondent content and explanation of the **dispute resolution** process from various points of entry to online **dispute resolution** to encourage their participation (66).

[0088] The respondent begins the response by viewing the key facts of the disputed transaction and identifies the issues involved... ...respondent does not respond.

[0090] Case routing module 3 2 of ODR system IO processes (74) the case, and routes the case to one of

dispute resolution modules 34 according to many factors, including the parties' responses and preferences and can be dependent upon the dispute type and, possibly, dependent upon the...modes of synchronous communication can also be facilitated here.

[00921 During resolution, the dispute may be moved, i.e., re-routed, (80) to the appropriate **dispute resolution** modules 34 as necessary. For example a dispute may be re-routed from direct negotiation to general mediation, if appropriate. If not already collected, ODR system 10 will request payment information from the party and pre-authorization to charge for the **dispute resolution** service if required.

Mediation may be performed. This might include routing case to a specific **dispute resolution** specialist (DRS) 5 or pool of DRS to handle specific dispute types, customer types, marketplaces types, etc. In an appropriate circumstance, e.g., automotive, a... ...system IO from electronic commerce systems, including online marketplace 1 8 and verification and compliance system 16 described above in reference to FIG. 1.

Online **dispute resolution** system 10 may be accessed from a payment system 90, for example, traditional off-line credit and debit card payments and from online person to person payment systems such as PayPalTm or C2itTm to provide **dispute resolution** functionality for resolving disputes associated with payment system 90.

As another example, ODR system 10 may interact with a claims processing system 91, for example... ...web site 93 or electronic seal or other online verification and certification system 16, particularly when such systems require pre-commitment to a form of **dispute resolution** which sector of the marketplace (e.g., motors, travel), or other place where dispute occurred (e.g., a real estate transaction), type of transaction, mode... ...and pre-authorization to take payment (1 12). Next,,based on the identified issues, case routing module 32 routes the case (I 14). Any of **dispute resolution** modules 34 may receive the case, for example, fraud claims handling or an online payment process that might be administered by an online marketplace or... ...respondent based on marketplace rules for non-responsive feedback removal. if the respondent responds (I 17), ODR system IO advances the case advances to the **dispute resolution** process (I 18). If there is no response from the respondent and the case is not feedback related (I 19), message management module 24 notifies... ...e.g., non-paying bidder 340), then the message management module 24 may cause the non-paying bidder module 340 to be triggered. Throughout processes, **dispute resolution** database 12 is continuously updated with each event associated with a case.

[01011 Figure 6 is a flow chart illustrating an exemplary response process.

Initially... ...usually in response to an electronic message (122).

Messaging management module 24 tailors communications to the responding party to present content and explanation of the **dispute resolution** process from various points of entry to online **dispute resolution** to encourage their participation.

Message management module 24 may deliver communications to respondent in the form of escalating messages related to the consequence of non... ...repeat users of ODR (which might tailor messaging to

represent their familiarity or scale of transaction or dispute activity).

[01041 Once the response is received, **dispute resolution** engine 30 processes the case. **Dispute resolution** engine 30 determines whether pre-commitinent is required or is likely to advance the case (128). If so, message management module 24 issues a request... ...respondent agrees to pre-commit, the case is routed based on the identified issues. In particular, if the case is a reputation correction case (134), **dispute resolution** engine 30 routes the case to reputation correction module 34D (136). If the case is not reputation related or is not reputation only related, the **dispute resolution** routing engine 30 places the case in an appropriate queue for one of **dispute resolution** modules 34 based on the identified issues (138). At this time, a payment process (139) is initiated, if appropriate.

Throughout this processes, **dispute resolution** database 12 is continuously updated with each event associated with a case.

[01071 Figure 7 is a flow chart illustrating an exemplary reputation correction process... ...issue involved in the dispute.

[0109] Otherwise the reputation correction module 34D directs routing engine 32 to manually or automatically route the case to manual **dispute resolution** or validation of feedback removal (I 50). Specifically, if manual **dispute resolution** is required or if the parties do not agree to the resolution in the filing or direct negotiation process, the **dispute resolution** specialist I 0 facilitates resolution including reputation repair or removal. This can also include a case of nonresponse where the filer's case is reviewed by the **dispute resolution** specialist to validate if their feedback or reputation issue can be corrected under non-response rules.

[01101 If the process is automated or if the... ...for example, the filer and the respondent, as well as online marketplace 18, and verification and compliance system 16. Finally, reputation correction module 34D updates **dispute resolution** database 12 and compliance database 17 based on the resolution, i.e., whether or not the dispute has been resolved and the feedback has been... ...exist, the process ends.

101131 If NRN module 26 identifies a newly posted negative reputation rating, the module checks dispute database 12 for an online **dispute resolution** case or online **dispute resolution** involving the transaction from which the negative reputation rating arises (182). If a case does not already exist, NRN module 26 creates a negative response... ...As a result, the online entities, i.e., parties 4, who received a negative reputation notification are linked to or otherwise associated with an online **dispute** - 34 **resolution** process involving the reputation rating. Online entities may link to a customized reputation **dispute resolution** filing process and given access to the online **dispute resolution** database 12 to easily and quickly take action based on the newly received negative reputation (I 8 8).

[01151 Figure 9 is a screenshot of... ...reviewing the facts of the transaction and filer, issue clarification, and resolution identification. Figure 22 illustrates how highlighting techniques are used to identify agreement or **disagreement** associated with desired **resolutions**.

10117] Figure 23 is a screenshot illustrating an electronic message to notify the parties concerning progress relative to the online **dispute resolution** case. Figure 24 is a screenshot illustrating a the password protected user logon for one or more of the parties involved in the dispute to... ...in this

confidential communication area, parties receive notification to return to the case page. Figure 27 is a screenshot illustrating communication tools utilized by a **dispute resolution** specialist, for example a mediator, responsible for mediating a dispute. The screenshot shows functionality allowing both private and public functionality between one or both parties. Figure 28 illustrates a suggested mediation settlement agreement that a **dispute resolution** specialist proposes that each party must click to accept in order for case to close.

[01191 Figure 29 is a screenshot illustrating an entry from online marketplace 18 into **dispute resolution** system 10. The system allows a different experience for each marketplace as chosen by the user. Figure 30 is a screenshot illustrating how the user... ...what is role of filer (e.g., buyer, seller).

[01201 Figure 31, Figure 32, Figure 33 and Figure 34 are screenshots
illustrating another customized online **dispute resolution** process based on entering from a sub-marketplace of the marketplace involving real estate disputes that can further be tailored by type of user (e... ...seller). Figure 35,
Figure 36, Figure 37, Figure 38, Figure 39 and Figure 40 are screenshots
illustrating finther aspects of filing and processing and online **dispute resolution**
involving a sector of the marketplace involving real estate. '
[01211 Figure 41 is a screenshot illustrating a link to online **dispute resolution** system 10 specifically designed for feedback removal of a negative reputation rating in online marketplace 18. Figure 42 is a screenshot illustrating an online process to initiate a specific reputation feedback **dispute resolution** process as linked from an online marketplace reputation system. Figure 43 is a screenshot illustrating a direct link to a specific reputation feedback **dispute resolution** process from a **dispute resolution** entry in an online marketplace. Figure 44 is a screenshot illustrating a negative feedback notification. Figure 45 is a screenshot illustrating an identification of a feedback related dispute. Entry into a **dispute resolution** can be accomplished from an online payment process system, such as PayPalTm.

- 36 [01221 Note that the specific online **dispute resolution** process utilized, including communications utilized in the **dispute resolution** process, can be dependent not only on the type of dispute and/or the sector of marketplace 18 but also on the "Point of entry" into the **dispute resolution** process. As used herein, the term "point of entry" refers to the particular the process or sector, i.e., "submarketplace" of online marketplace 18 or... ...specialized electronic seals for, display within a motors sub-marketplace, and illustrates specific commitments made by the participants and that leads to a specialized online **dispute resolution** process for the motors sub-marketplace. The seal is dynamically displayed on a seal member's motors listings if the member is performing within acceptable... ...set by compliance and verification system 16. The seal clarifies seller-specific and sub-marketplace specific guarantees (commitments) that can be disputed through specialized online **dispute resolution** processes of ODR system 10.

[01241 The specialized ODR process can be accessed and/or initiated by
clicking on a seal or elsewhere in the sub-marketplace. When initiated, case routing module 32 routes the case to the particular **dispute resolution** module that is tailored to handle the dispute based on a number of factors relating to the submarketplace, its participants, and their commitments.

- 37 [01251 Figure 47, Figure 48 and Figure 49 are screenshots illustrating links to online **dispute resolution** system 10 from online marketplace 18 and tying online **dispute resolution** to trust and safety

in that marketplace. Figure 50 is a screenshot illustrating a link to access online **dispute resolution** system 10 through a listing in online marketplace 18 or on a website in conjunction with delivery of media object representative of a seal of... ...and selling practices and policies associated with such media object and seal of certification. Figure 51 is a screenshot illustrating a direct link to online **dispute resolution** system 10 from an online entity's profile page on through such media object and seal of certification. Figure 52 is a screenshot illustrating a direct link to online **dispute resolution** system 10 involving negative feedback removal from a negative feedback rating notification message.

[01261 Figure 53 is a screenshot illustrating a non-response electronic message... ...the negative feedback removal dispute that negative feedback is now eligible for removal. This is an example of automated communications which are tailored to specific **dispute resolution** processes, specific disputes and/or specific sectors of the marketplace.

[01281 Figure 55 is a screenshot illustrating another automated electronic message in conjunction with a... ...to removal of the negative feedback.

- 38 [0129] Figure 56 is a screenshot illustrating a "frequently asked questions" page which encourages participation in the online **dispute resolution** process and builds authority of users and potential users of system 1 0.

[01301 Figure 57 is a screenshot illustrating a screen which can be used to obtain the commitment of a party to a certain **dispute resolution** mode, e.g., mediation, which can occur before the other party to the dispute commits to or is charged for that **dispute resolution** mode.

[01311 Figure 58 is a screenshot illustrating an interface for centralized administration of **dispute resolution** specialists.

[01321 Figure 59 is a screenshot illustrating an interface for centralized administration of **dispute resolution** specialist giving administrators the ability to define groups of **dispute resolution** cases and the ability to direct a case volume of **dispute resolution** cases to a **dispute resolution** specialist or group of specialists.

[01331 Figure 60 is a screenshot illustrating an interface for a **dispute resolution** administrator providing the administrator with the ability to route a **dispute resolution** case to a specific **dispute resolution** specialist or group of **dispute resolution** specialists.

[0134] Figure 61 is a screenshot illustrating an interface for a **dispute resolution** specialist or **dispute resolution** administrator to prioritize and/or sort **dispute resolution** cases in order to manage high volumes of concurrent cases.

[0135] Figure 62 illustrates a process for displaying online entity selling practices which helps avoid... ...marketplace. Figure 68 is a screenshot illustrating a click through to enable display of selling policy or selling practice details and easy access to online **dispute resolution** system IO. Figure 69 is a sample winning bidder email automatically sent to the winning bidder in an online marketplace, which reminds them of a... ...online marketplace 18 including seal member compliance database 17, a dynamic media object representing a seal certification 494, verification in

compliance processes 493, an online **dispute resolution** database 12 and
information access to historical sales data 490, active listings 491 and reputation system 492.

101381 Various modifications and alterations of this invention...

Claims:

...transaction associated
with one of a plurality of sub-markets of an online marketplace involvingone or more parties;executing
software to apply an online **dispute resolution** (ODR)process to assist the parties in determining one or
more proposedresolutions of the dispute, wherein the software selectively applies the ODR process
based... ...the dispute, (ii) the parties' respective commitments, (iii) the parties' historic activity in the
online marketplace, and (iv) the parties' historic use of the online **dispute resolution** system.
6 The method of claim 1, wherein determining comprises:
identifying a point of entry from which ah online **dispute resolution**(ODR) process was initiated;
anddetermining the one or more proposed resolutions for the disputebased at least in part on the point of
entry... ...the dispute, (ii) the parties' respective commitments, (iii) the parties' historic activity in the
onlinemarketplace, and (iv) the parties' historic use of the online **disputeresolution** system. - 42 . The
method of claim 6, wherein identifying a point of entry comprisesidentifying the point of entry as a
process for rating a... ...the resolution.
21 The method of claim 20, further comprising the step of automatically
routing the dispute to one of an automated process and a **dispute resolution**specialist. 1
22 The method of claim 21, wherein the automatically routing step is
dependent upon a type of dispute.
23 The method of claim 20, fiirther comprising the step of automatically
notifying the online marketplace of the **dispute resolution**.
24 The method of claim 20, finther comprising the step of automatically
notifying the online marketplace if at least one of the one or more... ...ODR process to resolve a dispute
on which the feedback is based at least.
31 The method of claim 30, further comprising applying the online **dispute resolution** process to
determine a proposed resolution for the dispute.

32 The method of claim 1, further comprising accessing a reputation system of the online marketplace...
...if the feedback is too old to be challenged. - 46
. The method of claim 1, further comprising:receiving a commitment for payment for the electronic
disputeresolution process from the one or more parties involved in the dispute;receiving infortnation
about the dispute from the one or moreparties who have committed... ...committed to the payment.
38 The method of claim 1, further comprising:
receiving information about the dispute;determining a time for payment for an electronic **dispute
resolution**process as a function of an attribute of the dispute; andreceiving payment for the electronic
dispute resolution process.
39 The method of claim 3 8 wherein the attribute comprises a sector of the online marketplace having a
plurality of sectors in which... ...of claim 3 8 wherein the time for payment is selected based upon an
increased likelihood of effective resolution of the dispute in the electronic **dispute resolution** process.

42 The method of claim 3 8 wherein the time for payment is selected based
upon a likelihood of manual intervention during the electronic **dispute resolution** process.
43 The method of claim 38 wherein the time for payment is based upon which of a plurality of processes
have occurred.

44 The... ...of claim 1, further comprising:
receiving infort-nation about the dispute and the involved parties;automatically prioritizing a plurality of
disputes for handling by a**dispute resolution** specialist;presenting an interface that visually highlights
key attributes of thedisputes to assist the **dispute resolution** specialists in prbviding tailoredprocesses
based on the attributes;visually displaying alerts if cases are not handled according toparameters defined,
where alerts can be sent also by email to specialists andspecialist administrators; anddisplaying the
plurality of disputes to the **dispute resolution** specialist based on the prioritization.
47 The method of claim 46, wherein the attributes comprises membership in a compliance and
verification system.

48 The method... ...more of types of issues present within the disputes, types of the parties involved in
the disputes, sales activity, and repeat use of an online **dispute resolution** system.

50 The method of claim 46 further comprising the step of filtering the plurality of disputes which are
displayed to the **dispute resolution** specialist based upon a filter.

51 The method of claim 50 wherein the filter is based on at least one of an age of each... ...disputes, and
a status of each of the plurality of disputes. - 48 . The method of claim 46 further comprising present an
interface by which a
dispute resolution specialist administrator assigns one or more of theplurality of disputes to a different
dispute resolution specialist.
53 The method of claim 52, farther comprising maintaining data that defines pools of the **dispute
resolution** specialists, wherein presenting an interface comprises presenting an interface by which the
dispute resolution specialist
administrator can assign the disputes to the pools of **dispute resolution**specialists.f f
54 The method of claim 53, further comprising presenting the interface to permit the **dispute resolution**
specialist administrator to task the pools of **dispute resolution** specialists with respective requirements
for responding to the parties, including speed and specific messaging requirements.

55 The method of claim 53, further comprising automatically routing the
disputes to the pools of **dispute resolution** specialists based on factors of the disputes, including issue
types, party attributes, marketplace locations, and value of disputes.
56 The method of claim 53, further comprising issuing alerts to inform the **dispute resolution** specialist
administrator when one or more of the pools approach a defined capacity of assigned disputes.

57 The method of claim 53, further comprising issuing alerts to inform the **dispute resolution** specialist
administrator when a response time of one or
more of the dispute to their respective assigned disputes drops below adefined response period.
58 The method of claim 53, further comprising presenting the interface to allows the **dispute resolution**
administrators to view current and historic disputes based on attributes of the disputes.

59 The method of claim 58, wherein the attributes comprise at least... ...The method of claim I further comprising:
receiving information about the dispute;obtaining a commitment by one of the parties to a particular form of**dispute resolution**;communicating the commitment to the other parties;obtaining a payment for the particular fonn of **dispute resolution**from the another of the one or more parties; andconducting the particular form of **dispute resolution** upon obtainingthe payment.
61 The method of claim 1, further comprising:
accepting a commitment made by an online entity in an onlinemarketplace to... ...the media object unique to the onlineentity and representative of seal of certification of the online entity to thecommitment; andapplying the online **dispute resolution** process in accordance withthe commitment to any dispute that arises between the online entity and thepotential buyer in the online marketplace
62 The... ...claim 6 1, wherein the selling practice comprises a set of terms of delivery. 50
. The method of claim 6 1, wherein applying an online **dispute resolution**process comprises:receiving information about the dispute in one of a plurality of submarkets of the online marketplace;detennining a proposed resolution of the... ...operatively coupled to the dispute database toidentify the sub-market of the online marketplace in which the disputeoccurred, and to apply an online **dispute resolution** (ODR) process based at least in part on the identified sub-market to assist the parties in identifyingone or more proposed resolutions for the... ...transaction in an online marketplace;a marketplace verification module that accesses a database of theonline marketplace to automatically verify the received information; anda **dispute resolution** engine that applies the ODR process based atleast in part on the verification. . 53 .
The system of claim 78, wherein the marketplace verification module... ...in the online marketplace.
82 The system claim 78, further comprising an application server, and wherein
the communication module, the marketplace verification module, and the**dispute resolution** engine comprise software modules executing on theapplication server.
83 The system claim 78, further comprising a web server operatively coupled to the application server...
...least one attribute of the parties and at least one issue
involved in the dispute;routing the case information to one of a set of **dispute resolution**modules executing within an online **dispute resolution** (ODR) system basedat least in part on the identified attribute and the identified issue, whereineach of the **dispute resolution** modules define a specific ODR process forresolving the dispute;applying the ODR process defined by the **dispute resolution** moduleto which the case inforination was routed to detennine one or moreproposed resolutions for the dispute; andpresenting the proposed resolutions to the... ...arises.
93 The method of claim 90, ftirther comprising routing the case information to
an insurance company when the specific ODR process applied by the**dispute resolution** modules fail to resolve the dispute- 55 . The method of claim 90, wherein routing the case information
Comprisesrouting the case information to a direct... ...of claim 90, WAerein routin the case information comprises. 9routing the case information to a general mediation module to allowintervention by an online **dispute resolution** specialist.,
97 The method of claim 90, wherein further comprising routing the case
information to an online payment system upon resolution of the dispute.
98 An online **dispute resolution** system comprising:
a cominunication module to receive case information about adispute involving parties associated with an electronic commercetransaction in an online marketplace;an issue identification module that identifies at least one issueassociated with the dispute;a plurality of **dispute resolution** modules configured to apply a set ofdifferent ODR processes to generate a proposed resolution to the dispute;anda case routing module that routes the received case inforination to one of the set of ODR modules based on the

identified issue.

99 The online **dispute resolution** system of claim 98, wherein the plurality of
dispute resolution modules includes a direct negotiation module thatfacilitates direct negotiations
between the parties. - 56 . Theonlinedisputeresolutionsystemofclaim98,whereinthepluralityof **dispute resolution** modules includes a fraud claims module to apply aspecific ODR process when one the
parties alleges fraud or when theidentified issue indicates that fraud may be involved. 101. The online
dispute resolution system of claim 98, wherein the plurality of**dispute resolution** modules includes a
general mediation module to allowintervention by an online **dispute resolution** specialist. 102. The
online **dispute resolution** system of claim 98, further comprising anegative reputation notification
(NRN) module that monitors a reputationsystem of the marketplace to identify any recently posted
negativereputation ratings.103. The online **dispute resolution** system of claim 102, wherein the
NRNmodule issues a message to a party with which the negative reputationratings is associated, wherein
the message includes a link to the online **dispute resolution** system. 104. The online **dispute resolution**
system of claim 98, further comprising amarketplace verification module that accesses the online
marketplace andautomatically verifies at least a portion of the case information. 105. The online **dispute
resolution** system of claim 98, wherein the plurality of**dispute resolution** modules includes a reputation
correction module that,based on an outcome of the ODR process, automatically updates areputation
system of the online marketplace to correct reputation feedback for at least one of the parties. 106. The
online **dispute resolution** system of claim 98, further comprising acommunication module to provide an
application programming interfacefor communicating with the reputation system of the online
marketplace...

Dialog eLink: Order File History
17/3,K/2 (Item 1 from file: 350)
DIALOG(R)File 350: Derwent WPIX

0014905021 *Drawing available*
WPI Acc no: 2005-252799/200526
Related WPI Acc No: 2004-040656; 2004-202689; 2004-202690; 2004-614450; 2005-604272
XRPX Acc No: N2005-208081
**Electronic certification seal issuing method for online applications, involves generating media
objects to present unique certification seal, for each online entity on receiving agreements for
participation in online dispute resolution**
Patent Assignee: SQUARE TRADE INC (SQUA-N)
Inventor: **KHAISHGI A; QUINN J**

Patent Family (1 patents, 1 countries)							
Patent Number	**Kind**	**Date**	**Application Number**	**Kind**	**Date**	**Update**	**Type**
US 20050065812	A1	20050324	US 2000634149	A	20000808	200526	B
			US 2003643263	A	20030819		
			US 2004983774	A	20041108		

Priority Applications (no., kind, date): US 2000634149 A 20000808; US 2003643263 A 20030819; US 2004983774 A 20041108

Patent Details					
Patent Number	**Kind**	**Lan**	**Pgs**	**Draw**	**Filing Notes**
US 20050065812	A1	EN	8	6	Continuation of application US 2000634149
					Division of application US 2003643263
					Continuation of patent US 6658394

...issuing method for online applications, involves generating media objects to present unique certification seal, for each online entity on receiving agreements for participation in online dispute resolution Inventor: **KHAISHGI A... ...QUINN J Alerting Abstract** ...method involves generating corresponding media objects including media to present a unique certification seal, for each online entity on receiving agreements for participation in online **dispute resolution** from entities. **Class Codes** International Patent Classification IPC Class Level Scope Position Status Version Date **G06Q-0010/00...** **...G06Q-0030/00 G06Q-0010/00... ...G06Q-0030/00** Original Publication Data by AuthorityArgentina**Publication No.** Inventor name & address:**Khaishgi, Ahmed... ...Quinn, John Claims:**What is claimed is:**1.** A method comprising:receiving agreements to participate in online **dispute resolution** from plurality of online entities; andgenerating corresponding media objects for each of the online entities based on receipt of the agreements, wherein each of...

Dialog eLink: Order File History
17/3,K/3 (Item 2 from file: 350)
DIALOG(R)File 350: Derwent WPIX
(c) 2009 Thomson Reuters. All rights reserved.

0014424243 *Drawing available*
WPI Acc no: 2004-614450/200459
Related WPI Acc No: 2004-040656; 2004-202689; 2004-202690; 2005-252799; 2005-604272
XRPX Acc No: N2004-485812
Continued compliance determination method for electronic commerce vendor, involves taking action with certification system relative to dynamically generated electronic seal of certification based on determined compliance
Patent Assignee: ABERNETHY S D (ABER-I); KHAISHGI A (KHAI-I); LIBONATE K (LIBO-I); QUINN J (QUIN-I); SQUARETRADE INC (SQUA-N); TSENG V (TSEN-I)
Inventor: ABERNETHY S D; **KHAISHGI A**; LIBONATE K; **QUINN J**; TSENG V

		Patent Family	US 2004175806 countries	20031117		
Patent Number	**Kind**	20050203	**Application Number**	**Kind**	20040611	**Update** **Type**
US 20040053414	B2	20080909	US 2000634149	A	20000808 20050	B
			US 2003470345	P	20030514	

Priority Applications (no., kind, date): US 2000634149 A 20000808; US 2003470345 P 20030514; US 2003714758 A 20031117

Patent Details						
Patent Number	**Kind**	**Lan**	**Pgs**	**Draw**	**Filing Notes**	
US 20040153414	A1	EN	73	55	C-I-P of application	US 2000634149
					Related to Provisional	US 2003470345
					C-I-P of patent	US 6658394
WO 2005010649	A2	EN				
National Designated States,Original	AE AG AL AM AT AU AZ BA BB BG BR BW BY BZ CA CH CN CO CR CU CZ DE DK DM DZ EC EE EG ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NA NI NO NZ OM PG PH PL PT RO RU SC SD SE SG SK SL SY TJ TM TN TR TT TZ UA UG US UZ VC VN YU ZA ZM ZW					
Regional Designated States,Original	AT BE BG BW CH CY CZ DE DK EA EE ES FI FR GB GH GM GR HU IE IT KE LS LU MC MW MZ NA NL OA PL PT RO SD SE SI SK SL SZ TR TZ UG ZM ZW					

...Inventor: **KHAISHGI A...** ...**QUINN J Alerting Abstract** ... 24 **Dispute resolution** history data... **Class Codes** International Patent Classification IPC Class Level Scope Position Status Version Date **G06Q-0010/00...** ...**G06Q-0030/00...** ...**G06Q-0099/00** ...**G06Q-0010/00...** ...**G06Q-0030/00...** ...**G06Q-0099/00** Original Publication Data by AuthorityArgentina**Publication No.** Inventor name & address:**Khaishgi, Ahmedulla...** ...**Quinn, John...** ...**Khaishgi, Ahmedulla...** ...**Quinn, John...** ...**KHAISHGI, Ahmedulla...** ...**QUINN, John**

Dialog eLink: Order File History
17/3,K/4 (Item 3 from file: 350)
DIALOG(R)File 350: Derwent WPIX

0014344817 *Drawing available*
WPI Acc no: 2004-533020/200451
Related WPI Acc No: 2004-268898
XRPX Acc No: N2004-422150
Dispute resolution method in electronic commerce, involves determining proposed resolution of dispute information received from one of several sub-markets of on line market place, and presenting it to the one or more parties
Patent Assignee: CHERRY-LISCO C (CHER-I); KHAISHGI A (KHAI-I); QUINN J (QUIN-I); SQUARETRADE INC (SQUA-N); VAIDYANATHAN L (VAID-I)
Inventor: CHERRY-LISCO C; **KHAISHGI A**; **QUINN J**; **VAIDYANATHAN L**

Patent Family (2 patents, 106 countries)							
Patent Number	**Kind**	**Date**	**Application Number**	**Kind**	**Date**	**Update**	**Type**
US 20040128155	A1	20040701	US 2000504159	A	20000215	200451	B
			US 2003469502	P	20030509		
			US 2003634654	A	20030805		
WO 2004102328	A2	20041125	WO 2004US14197	A	20040507	200478	E

Priority Applications (no., kind, date): US 2000504159 A 20000215; US 2003469502 P 20030509; US 2003634654 A 20030805

Patent Details						
Patent Number	**Kind**	**Lan**	**Pgs**	**Draw**	**Filing Notes**	
US 20040128155	A1	EN	91	71	C-I-P of application	US 2000504159
					Related to Provisional	US 2003469502
WO 2004102328	A2	EN				
National Designated States,Original					AE AG AL AM AT AU AZ BA BB BG BR BW BY BZ CA CH CN CO CR CU CZ DE DK DM DZ EC EE EG ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NA NI NO NZ OM PG PH PL PT RO RU SC SD SE SG SK SL SY TJ TM TN TR TT TZ UA UG US UZ VC VN YU ZA ZM ZW	
Regional Designated States,Original					AT BE BG BW CH CY CZ DE DK EA EE ES FI FR GB GH GM GR HU IE IT KE LS LU MC MW MZ NA NL OA PL PT RO SD SE SI SK SL SZ TR TZ UG ZM ZW	

Dispute resolution method in electronic commerce, involves determining proposed resolution of dispute information received from one of several sub-markets of on line market place, and presenting... Original Titles: System and method for resolving a dispute in electronic commerce and managing an online **dispute resolution** process... ...SYSTEM AND METHOD FOR RESOLVING A DISPUTE IN ELECTRONIC COMMERCE AND MANAGING AN ONLINE **DISPUTE RESOLUTION** PROCESS... ...Inventor: **KHAISHGI A... ...QUINN J... ...VAIDYANATHAN L Alerting Abstract** ... online **dispute resolution system**; **method** for automatically updating reputation rating of user; and method of administering online **dispute resolution** process. USE - For **dispute resolution** in electronic commerce of goods and **service in** online sub markets such as automotive, travel, electronics and real estate sub markets... ... ADVANTAGE - Reduces the time period or extent of reputation damage. Several disputes are automatically handled by **dispute resolution** efficiently.... ... DESCRIPTION OF DRAWINGS - The figure shows a flowchart illustrating the online **dispute resolution** process.**Class Codes** International Patent Classification IPC Class Level Scope Position Status Version Date **G06Q-0010/00... ...G06Q-0030/00 G06Q-0010/00... ...G06Q-0030/00** Original Publication Data by AuthorityArgentina**Publication No.** Inventor name & address:**Vaidyanathan, Lalitha... ...Quinn, John... ...Khaishgi, Ahmed... ...VAIDYANATHAN, Lalitha... ...QUINN, John... ...KHAISHGI, Ahmed ...Original Abstracts:**can handle a very high volume of concurrent disputes

cost effectively, and provide for the central management of a large and geographically distributed group of **dispute resolution** specialists that **assist with** online **dispute resolution**. The techniques **address needs** arising through the recent growth of global online marketplaces and online selling... ... can handle a very high volume of concurrent disputes cost effectively, and provide for the central management of a large and geographically distributed group of **dispute resolution** specialists that assist with online **dispute resolution. The techniques** address needs arising through the **recent growth** of global online marketplaces and online selling...

Dialog eLink: Order File History
17/3,K/5 (Item 4 from file: 350)
DIALOG(R)File 350: Derwent WPIX

0014085437 *Drawing available*
WPI Acc no: 2004-268898/200425
Related WPI Acc No: 2004-533020
XRPX Acc No: N2004-212702
Online electronic commerce dispute resolution system compares case information received from client computer with facts of previously resolved dispute to automatically select resolution mode
Patent Assignee: CHERRY C (CHER-I); KHAISHGI A (KHAI-I); QUINN J (QUIN-I); VAIDYANATHAN L (VAID-I)
Inventor: **CHERRY C; KHAISHGI A; QUINN J; VAIDYANATHAN L**

Patent Family (1 patents, 1 countries)							
Patent Number	**Kind**	**Date**	**Application Number**	**Kind**	**Date**	**Update**	**Type**
US 20040059596	A1	20040325	US 2000504159	A	20000215	200425	B
			US 2003672136	A	20030926		

Priority Applications (no., kind, date): US 2000504159 A 20000215; US 2003672136 A 20030926

Patent Details				
Patent Number	**Kind**	**Lan**	**Pgs**	**Draw**	**Filing Notes**
US 20040059596	A1	EN	24	11	Continuation of application US 2000504159

Online electronic commerce dispute resolution system compares case information received from client computer with facts of previously resolved dispute to automatically select resolution mode Original Titles: Automated online **dispute resolution** Inventor: **CHERRY C... ...KHAISHGI A... ...QUINN J... ...VAIDYANATHAN L Alerting Abstract** ...NOVELTY - The **dispute resolution** system receives case information from client computer, and compares the case information with facts of previously resolved dispute to automatically select a resolution mode comprising... ... online **dispute resolution system integrating** method; andelectronic market place indicating method... ... USE - Online electronic commerce **dispute resolution** system.... ... DESCRIPTION OF DRAWINGS - The figure shows the block diagram of online electronic commerce **dispute resolution** system.**Class Codes**

International Patent Classification IPC Class Level Scope Position Status Version Date **G06Q-0010/00**... **G06Q-0010/00**... Original Publication Data by AuthorityArgentina**Publication No.** Inventor name & address:**Vaidyanathan, Lalitha**... ...**Quinn, John**... ...**Khaishgi, Ahmed**... ...**Cherry, Cara** ...**Original Abstracts:**one of two modes of resolving the dispute, the first mode being completely driven by an electronic agent and the second mode involving a human **dispute resolution** specialist; and **presenting the resolution** of the **dispute to** the one or more parties. **Claims:1**. A system comprising:a client computer; anda server providing an operating environment for a **dispute resolution** system,wherein the **dispute resolution** system **receives case** information from the client computer **that describes** an electronic commerce dispute from one or more parties to the dispute, andwherein the **dispute resolution** system compares the case information to facts of previously resolved **disputes to** automatically select a resolution mode comprising one of (i) a **direct negotiation** mode that allows the parties to directly negotiate a resolution to the dispute via the computer network, (ii) a conciliation mode that allows the **parties** to **negotiate** the resolution to the **dispute** through a mediator, and (iii) mediation mode that allows a mediator to propose a resolution to the **dispute.>**

IV. Text Search Results from Dialog

A. Abstract Databases

File   2:INSPEC 1898-2009/Jun W3
      (c) 2009 The IET
File 35:Dissertation Abs Online 1861-2009/May
      (c) 2009 ProQuest Info&Learning
File 65:Inside Conferences 1993-2009/Jun 29
      (c) 2009 BLDSC all rts. reserv.
File 99:Wilson Appl. Sci & Tech Abs 1983-2009/May
      (c) 2009 The HW Wilson Co.
File 474:New York Times Abs 1969-2009/Jun 27
      (c) 2009 The New York Times
File 475:Wall Street Journal Abs 1973-2009/Jun 29
      (c) 2009 The New York Times
File 583:Gale Group Globalbase(TM) 1986-2002/Dec 13
      (c) 2002 Gale/Cengage

? **ds**

Set   Items   Description
S1   1674   DISPUTE? ?(1W)RESOLUTION? ?
S2   321   DISPUTE? ?(1W)(NEGOTIAT? OR MEDIAT? OR ARBITRAT? OR CONCIL-
               IAT?)
S3   391   (COMPLAIN? OR DISSATIS? OR GRIEVANCE? OR PROTEST? OR DISAP-
               PROV? OR DISPLEASURE? OR UNHAPP? OR DISAGREE?)(3N)RESOLUTION?
               ?
S4   0   (S1:S3)(5N)(ONLINE ON()LINE)
S5   28   (S1:S3)(5N)(AUTOMATE? OR ELECTRONIC? OR COMPUTERIS? OR COM-
               PUTERIZ?)
S6   3   (S1:S3)(5N)(WEBSITE? OR WEBPAGE? OR WEB()(SITE? ? OR PAGE?
               ?))
S7   34   (S1:S3)(5N)(NETWORK? ? OR INTERNET)
S8   536384   CONSUMER? ? OR BUYER? OR CUSTOMER OR CUSTOMERS OR SHOPPER?
               OR PURCHASER? ?
S9   494265   SELLER? ? OR PROVIDER? ? OR MERCHANT? ? OR SUPPLIER? OR MA-
               NUFACTURER? OR RETAILER? OR VENDOR OR VENDORS
S10   5501   BETWEEN(5N)(S8 AND S9)
S11   21099   BETWEEN(5N)(S8 OR S9)
S12   1344   AU=(VAIDYANATHAN, L? OR VAIDYANATHAN L? OR QUINN, J? OR QU-
               INN J? OR KHAISHGI, A? OR KHAISHGI A? OR CHERRY, C? OR CHERRY
               C? OR LALITHA(2N)VAIDYANATHAN OR JOHN(2N)QUINN OR AHMED(2N)KH-
               AISHGI OR CARA(2N)CHERRY)
S13   59   S4:S7
S14   2   S13 AND (S10:S11)
S15   0   S12(5N)(S1:S3)
S16   0   S12 AND (S1:S3)

?

Dialog eLink: USPTO Full Text Retrieval Options
14/3,K/1 (Item 1 from file: 2)

10301843
Title: An effective dispute resolution system for electronic consumer contracts
Author(s):   Zheng Tang
Author Affiliation: Sch. of Law, Univ. of Aberdeen, UK
Journal: Computer Law and Security Report , vol.23 , no.1 , pp.42-52
Publisher: Elsevier
Country of Publication: UK
Publication Date: 2007
ISSN: 0267-3649
SICI: 0267-3649(2007)23:1L.42:EDRS;1-C
CODEN: CLSRE8
Document Number: S0267-3649(06)00113-0
Item Identifier (DOI):   10.1016/j.clsr.2006.11.002
Language: English
Subfile(s):   C (Computing & Control Engineering); D (Information Technology for Business)
INSPEC Update Issue: 2007-008
Copyright: 2007, The Institution of Engineering and Technology
Title: An effective dispute resolution system for electronic consumer contracts
Abstract: E-commerce increases the frequency of cross-border disputes **between consumers** and
businesses. It is important to create an effective dispute resolution system for e-consumer disputes in
order to ensure citizens' access to justice and...
Identifiers: dispute resolution system; **electronic** consumer contracts; e-commerce; self-help
communication mechanism; online dispute resolution

Dialog eLink: USPTO Full Text Retrieval Options
14/3,K/2 (Item 2 from file: 2)

07485834
Title: User protection in cyberspace: some recommendations
Author(s):   Louveaux, S.; Salaun, A.; Poullet, Y.
Author Affiliation: Fac. of Law, CRID, Namur, Belgium
Journal: Info , vol.1 , no.6 , pp.521-37
Publisher: Camford Publishing
Country of Publication: UK
Publication Date: Dec. 1999
ISSN: 1463-6697
SICI: 1463-6697(199912)1:6L.521:UPCS;1-K
CODEN: INFCFD

Abstract: This article makes recommendations for user protection in cyberspace. The recommendations relate to commercial communications, to the relationship **between** the service **provider** and the **consumer**, and to data protection. They aim at providing trust and confidence in electronic commerce. To this end, the paper also develops site labelling and alternative...
Identifiers: user protection; cyberspace; commercial communications; service provider; consumer; data protection; trust; **electronic** commerce; site labelling; **dispute resolution** mechanisms

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[Insert]

V. Text Search Results from Dialog

A. Full-Text Databases

File 9:Business & Industry(R) Jul/1994-2009/Jun 27
 (c) 2009 Gale/Cengage
File 16:Gale Group PROMT(R) 1990-2009/Jun 05
 (c) 2009 Gale/Cengage
File 20:Dialog Global Reporter 1997-2009/Jun 29
 (c) 2009 Dialog
File 15:ABI/Inform(R) 1971-2009/Jun 27
 (c) 2009 ProQuest Info&Learning
File 148:Gale Group Trade & Industry DB 1976-2009/Jun 12
 (c) 2009 Gale/Cengage
File 160:Gale Group PROMT(R) 1972-1989
 (c) 1999 The Gale Group
File 275:Gale Group Computer DB(TM) 1983-2009/Jun 01
 (c) 2009 Gale/Cengage
File 610:Business Wire 1999-2009/Jun 29
 (c) 2009 Business Wire.
File 613:PR Newswire 1999-2009/Jun 29
 (c) 2009 PR Newswire Association Inc
File 621:Gale Group New Prod.Annou.(R) 1985-2009/May 22
 (c) 2009 Gale/Cengage
File 636:Gale Group Newsletter DB(TM) 1987-2009/Jun 05
 (c) 2009 Gale/Cengage
File 624:McGraw-Hill Publications 1985-2009/Jun 29
 (c) 2009 McGraw-Hill Co. Inc
File 634:San Jose Mercury Jun 1985-2009/Jun 26
 (c) 2009 San Jose Mercury News
File 810:Business Wire 1986-1999/Feb 28
 (c) 1999 Business Wire
File 813:PR Newswire 1987-1999/Apr 30
 (c) 1999 PR Newswire Association Inc

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Set	Items	Description
S1	79860	DISPUTE? ?(1W)RESOLUTION? ?
S2	10267	DISPUTE? ?(1W)(NEGOTIAT? OR MEDIAT? OR ARBITRAT? OR CONCIL-IAT?)
S3	13686	(COMPLAIN? OR DISSATIS? OR GRIEVANCE? OR PROTEST? OR DISAP-PROV? OR DISPLEASURE? OR UNHAPP? OR DISAGREE?)(3N)RESOLUTION? ?
S4	0	(S1:S3)(5N)(ONLINE ON()LINE)
S5	1100	(S1:S3)(5N)(AUTOMATE? OR ELECTRONIC? OR COMPUTERIS? OR COM-PUTERIZ?)
S6	470	(S1:S3)(5N)(WEBSITE? OR WEBPAGE? OR WEB()(SITE? ? OR PAGE? ?))

S7   1545   (S1:S3)(5N)(NETWORK? ? OR INTERNET)
S8   27453455   CONSUMER? ? OR BUYER? OR CUSTOMER OR CUSTOMERS OR SHOPPER?
      OR PURCHASER? ?
S9   24458339   SELLER? ? OR PROVIDER? ? OR MERCHANT? ? OR SUPPLIER? OR MA-
      NUFACTURER? OR RETAILER? OR VENDOR OR VENDORS
S10   505133   BETWEEN(5N)(S8 AND S9)
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S12   4662   AU=(VAIDYANATHAN, L? OR VAIDYANATHAN L? OR QUINN, J? OR QU-
      INN J? OR KHAISHGI, A? OR KHAISHGI A? OR CHERRY, C? OR CHERRY
      C? OR LALITHA(2N)VAIDYANATHAN OR JOHN(2N)QUINN OR AHMED(2N)KH-
      AISHGI OR CARA(2N)CHERRY)
S13   3020   S4:S7
S14   31   S13(S)(S10:S11)
S15   1   S14 NOT PY>2000
S16   0   S12(S)(S1:S3)

?

15/3,K/1 (Item 1 from file: 15)
DIALOG(R)File 15: ABI/Inform(R)

02082726   62741972
ICANN sets rules for resolving disputs

Jarvis, Steve
Word Count: 1406

Abstract:
...confusion between similar domain names - and of legal disputes.
Professional marketers should know the latest procedures for resolving such
differences, whether it be through the **dispute resolution**
process available from the **Internet** Corp. for Assigned Names and
Numbers (ICANN) or the courts. The critical difference **between**
ICANN's dispute service **providers** and the U.S. court system is the
ability to seek financial restitution. A company could lose substantial
revenues if its trademark has been seriously...

VI. Additional Resources Searched

Forbes News Wire Forget the gavel and click on the mouse *July 2, 1999*

Connecticut Law Tribune Cyber$ettle - An Electronic Messiah Whose Time May Not Yet Have Come, June 7, 1999

The Wall Street Journal Online Referee Plans Database of Claims Resolved on Web Site November 8, 1999

The Internet Newsletter Net News: Dispute Resolution *November 6, 1999*

Law Technology News ClickNsettle Offers Online Resolutions *August 1999*

New York Law Journal Settling Disputes Online April 19, 1999

EBSCOhost
0 results

http://ecommerce.hostip.info/pages/335/Dispute-Resolution.html
Dispute Resolution

As with any form of commerce, disputes between two parties engaged in e-commerce arise from time to time. As the number of online businesses grew throughout the 1990s, so did the need for online dispute resolution. As a result, several organizations began responding to this need, among them BBBOn-line, ICANN, eResolution.com, and the Online Om-buds Office.

In some cases, a consumer may seek dispute resolution services regarding a complaint it has with an online business. One option for such an individual is BBBOnLine. The Council of Better Business Bureaus, an advocate for fair and ethical business practices, decided to broaden its scope to include e-commerce in the summer of 1996, when it founded BBBOnLine Inc. to operate as the Better Business Bureau of the World Wide Web. Along with offering information on specific companies and consumer guides, the site also allows visitors to seek help with dispute resolution by filing four types of complaints: general complaints about both BBB members and non-members, as well as both online and traditional businesses; complaints

regarding new vehicles, which are handled by a program called BBB Auto Line; complaints about charitable groups, which are handled by the BBB Philanthropic Advisory Service; and complaints about the use of personal information, which are handled by the BBBOnline Privacy program.

Those seeking dispute resolution regarding Internet domain names, or site addresses, can turn to the Internet Corporation for Assigned Names and Numbers (ICANN), a non-profit organization that oversees domain name distribution, as well as the assignation of other identifiers that differentiate one Web site from another. ICANN replaced IANA (Internet Assigned Numbers Authority), a government entity that had been created by the Internet Society and Federal Network Council to handle the assignment of domain names and other Internet protocol. The Clinton Administration had decided in July of 1997 that the increasing number of clashes surrounding domain name ownership warranted the creation of a standard international policy regarding domain name assignation and dispute resolution procedures. This led the U.S. Department of Commerce to facilitate the creation of ICANN, a private, non-profit association run by Dr. Jon Postel, in 1998.

In 2000, ICANN accredited eResolution.com as one of four official domain name dispute resolution services providers in the world. A leading online dispute resolution services provider, eResolution also offers three additional services: arbitration, which is legally binding; mediation, which is voluntary; and keyword dispute resolution, offered in conjunction with RealNames Corp., a provider of keywords (a relatively new alternative to traditional domain names).

The Online Ombuds Office serves both individuals and institutions seeking online assistance with dispute resolution. The site was created in June of 1996. When the Hewlett Foundation and the Department of Legal Studies at the University of Massachusetts decided to fund the creation of the Center for Information Technology and Dispute Resolution of the University of Massachusetts in June of 1997, the Online Ombuds Office began operating as the dispute resolution unit of the new center. The site offers both general resources and a dispute form, which can be completed and submitted by visitors wishing to handle dispute resolution procedures via the Internet. In early 1999, auction giant eBay.com asked the Online Ombuds

Office to provide mediation services for its bidders and sellers. As a result, eBay created a link to the dispute resolution site in mid-March. Within two weeks, more than 150 requests for dispute resolution services were logged. Having verified the need for such a service, eBay hired SquareTrade, a San Francisco, California-based online dispute resolution services provider founded in 1999, via a two-year contract starting in August of 2000.

As methods for conducting business online continued to evolve, dispute resolution services for specific types of online endeavors also emerged. For example, a firm named WebMediate began offering online dispute resolution services to business-to-business marketplaces like GoTradeSeafood.com. The need for these types of specialized services will more than likely increase as e-commerce continues to grow and evolve.